

SERVICE MANAGEMENT (REQUEST FULFILLMENT)

Service Management

Everything that comes to the Service Desk is a *Service Management issue*, and becomes an incident ticket only when it is determined that it is an interruption to service and has an **SLA** impact. ITIL V3 refers to this process as "**Request Fulfillment**".

Request fulfillment, as the name implies, deals exclusively with Service Requests. These issues can be as simple as answering "how do I?" questions, relocation of hardware, installation of approved software, low risk access requests.

The primary benefit of defining a separate process is that it allows the incident management process to focus on actual incidents that indicate a failure in a service, rather than dealing with general questions and requests.

Service Request (Request Fulfillment Process)

Instead of following an Incident process model, the Service Desk follows a pre-defined Request Fulfillment process.



First, to prepare for the Request Fulfillment process, the Service Desk compiles and presents a "menu" of all the Service Requests that it can fulfill. There can be no "seat-of-the-pants" fulfillment operations here; it must be specific about the types of requests it can handle.

Interface (Request Fulfillment Interfaces)

Request Fulfillment has several very strong interfaces. The first, and most obvious, is with the **Service Desk** and **Incident Management**. The Service Desk provides the staffing and resources to manage the Request Fulfillment lifecycle, and the **Incident Management** process provides the model for designing the Request Fulfillment process.

Everything that comes to the Service Desk is a *Service Management issue*



Customers raise service requests if they need to add on an additional service to the existing set. The customer isn't reporting a problem or abnormality in the service. As the request is a process of adding on new items to the existing ones, it is completely different from an incident standpoint although the same teams may be involved in fulfilling requests as well as resolving incidents.

There is a very close connection between request fulfillment and the Service Desk/Incident Management process; as calls made by end users to the Service Desk may be initially treated as incidents, but be later classified as requests (following initial questioning).

In most organizations the Service Desk staff will actually fulfill the requests - but the benefit is that requests can be 'stockpiled' and worked on as a separate exercise, once the more critical incidents are dealt with.

SOFTWARE FOR BETTER BUSINESS

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