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1.0 Service Request Process

The Service Request Processes manage submission and handling of all requests for service. The processes are customized to meet the customer's needs based on the type and complexity of the request.

1.1 Scope

This procedure is for all IT related services provided by the Health Sciences Library and Informatics Center, UNM Hospitals, UNM Medical Group, and Sandoval Regional Medical Center that are in the "in production" state of their lifecycle. Any other service would be deemed "Out of Scope".

1.2 Key Definitions

Service Request (SR) – A request from a customer for information, advice, standard change, or for access to an IT Service.

Service Requestor – The customer requesting or initiating communication about an IT service.

Service Desk (SD) – The Point of Contact ("POC") between customers and the IT organization for all service requests.

Service Owner (SO) – The group that ensures that the ongoing service delivery and support meet agreed customer requirements and is responsible for the delivery of the service. The group that identifies opportunities for service improvements, collects statistics and reports for analysis, and monitors performance of the service.

Provider Group - A group which can fulfill service requests for the service owner.

Request Fulfillment – The process use to manage the lifecycle of all service requests.

1.3 Metrics and Reporting

The Service Owner will establish appropriate metrics to monitor the success and continual improvement of the service and the fulfillment of service requests related to the service. Reports containing the above metrics will be generated by the Service Owner for management reporting or process improvement as necessary.

2.0 Roles and Responsibilities

Roles associated with the Change Management process are defined in the context of the management function and are not intended to correspond with organizational job titles.

Role	Responsibilities
Service Requestor	Customer or IT representative who initiates a service request by contacting a service desk or entering a request in the Help.HSC system.
Service Desk	The service desk is responsible for recording and evaluating the service request in the Help.HSC system and documenting all information needed to fulfill the request. The service desk may fulfill the request if possible. If the service desk cannot fulfill the request, the service desk will transfer the request to the group that can fulfill the request or the service owner.
Service Owner	The service owner is an IT group responsible for the delivery and performance of an IT service. The service owner is also responsible for continuous improvement of the service and adheres to the change management policy when making changes to the service.

3.0 Service Level Agreements

Service level agreements are assigned to the request based on impact and urgency. Services will have different impact and urgency assigned to them within the Help.HSC system and the appropriate service level agreement will be assigned when the request is accurately categorized. Service level agreements include two targets:

1. Accept – the time until a service desk accepts the request. It is calculated by subtracting the date/time the request was accepted by a provider group from the date/time the request is entered into the Help.HSC system.
2. Resolve – the time required to fulfill the request. This is not the same as the time to close as the request may remain open a few days after fulfillment to ensure the customer's needs are met. It is calculated by subtracting the request creation date/time from the date/time the solution is recorded and the status of the request has been set to resolved.

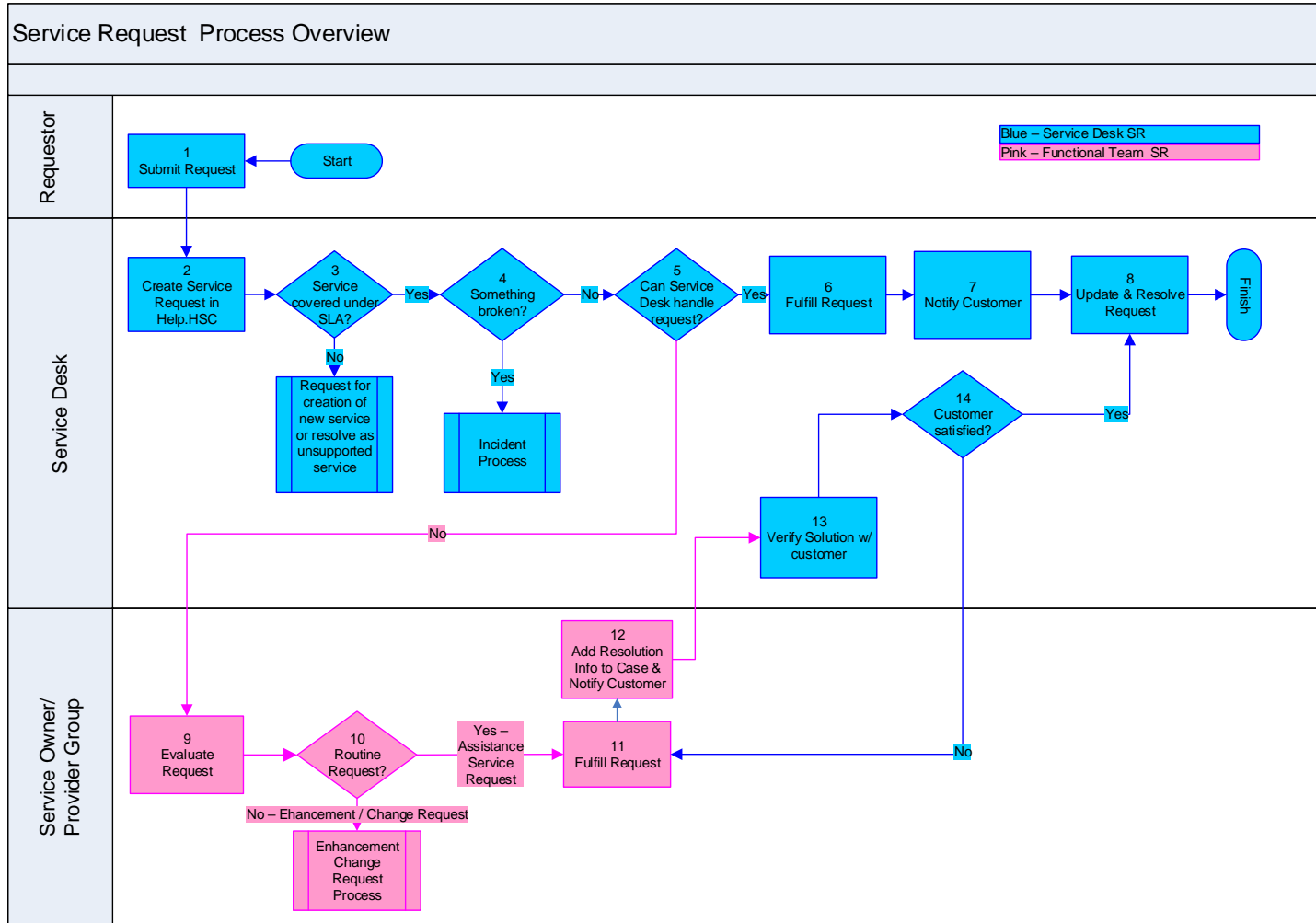
4.0 RACI Chart

Obligation	Role Description
Responsible	Responsible to perform the assigned task
Accountable (only 1 person)	Accountable to make certain work is assigned and performed
Consulted	Consulted about how to perform the task appropriately
Informed	Informed about key events regarding the task

	Activity	Service Desk	Service Desk Mgr	Service Owner
1.	Record Request in Help.HSC	R	C	
2.	Determine whether this request is a request for assistance or change.	R	C/R	I
3.	Transfer request for fulfilment	R	A/C/R	I
4.	Prioritize SR's in the queue	A/R	C	I
5.	Fulfill request	R	A/R	A/R
6.	Notify requestor	A/R	A/R	A/R
7.	Resolve the request	A/R	A/C/R	A/C/R

5.0 Process Flow and Procedure

5.1 Process Flow



5.2 Service Request Procedure

Role	Step	Description
Requestor	1	Initiate Request Submit request to a service desk. The request can be in person, by Help.HSC self- service, or by calling one of the service desks.
Service Desk	2	The request will be logged as a service request in Help.HSC.
	3	Is this request already covered by a service level agreement under an existing a service listed in the service catalog? If so, process it using standard service request process. If not either change the request to be a request for a new service or close the request as an unsupported service.
	4	Determine if this is actually an incident, i.e., something is broken and not working right. If this is an incident, change the case type to "Incident", and follow the incident process.
	5	If this is an SR, determine whether this request can be handled by the service desk. If so, fulfill the request.
	6	If the request can be handled by the service desk, it should be handled immediately.
	7	Notify customer if SR is fulfilled by the service desk.
	8	Update and resolve the request
	Service Owner/Provider Group	9
10		Verify the type of request as assistance service request or enhancement change request. If assistance service request, proceed to fulfill request.
11		Using the appropriate service task list (if available) perform the service requested by the customer.
12		Update case to show that work is complete and change status to "resolved".
	13	Verify with customer that solution meets their needs

Role	Step	Description
	14	Was customer satisfied? If Assistance Service Request, have standards of service been met? Is work complete?

6.0 Priorities and Queue Management

Priorities are determined by the impact and urgency of the categorization of the specific service.

Sample:

Priority 1 – Critical 1 hour
Priority 2 – High 8 hours
Priority 3 – Medium 24 hours
Priority 4 – Low 48 hours
Priority 5 – Planning Planned

Priority is determined by the Urgency and the Impact of the Incident or Service Request, as per following:

	Life Safety	Multiple Departments	Department	Several Users	Single User
<i>Critical</i>	0	1	1	2	3
<i>High</i>	1	1	2	3	4
<i>Medium</i>	2	2	3	4	5
<i>Low</i>	3	3	4	5	6

Priorities may be changed by a service desk manager to escalate or de-escalate the priority as necessary for business needs.

Service desk managers are responsible for the life cycle of service requests within their queue. Requests not fulfilled within the SLA will change to a breach status in the Help.HSC systems and must be reviewed by the service desk manager.