## Service Request Management Departmental Policy

Health Sciences Center

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### Change log

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<td>Rick Adcock</td>
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Purpose of this Departmental Policy
The purpose of this policy is to ensure that any standard service requests affecting the daily operations of the Health Sciences Center’s (HSC) distributed IT environment are managed through an established process. The HSC will utilize a best practice ITIL framework for the implementation of Service Request Management within HSC IT departments.

Service Request Management is the process that defines how HSC IT departments track, respond, and resolve workforce member request for the use and access to enterprise IT services within agreed service level targets.

Policy Objectives
- Ensure that HSC IT departments use standardized methods and procedures for the efficient and prompt handling of all service requests for the access and use of enterprise IT services.
- Ensure that service requests are recorded, evaluated, and documented in a controlled and timely manner.

Scope
This policy applies to all workforce members utilizing the HSC enterprise IT services. Therefore, the scope of the Service Request Management Policy includes the following:
- All IT-supported HSC locations including UNM Hospitals and clinics, HSC academic and research departments, UNM Medical Group, and the Sandoval Regional Medical Center
- All environments subject to the Service Request Management Policy determined by the ITSM Steering Committee
- HSC-owned service requests (e.g., service requests recorded and managed to closure by HSC IT personnel)

All items not specifically listed within the Scope section are deemed “Out-of-Scope.”

Policy
The following policy is established for Service Request Management:
1. All HSC IT organizations must use the currently approved and documented service request management process and will report, record, manage, and communicate through the HSC’s approved Service Request Management tool.
2. All HSC IT Managers are responsible for ensuring the Service Request Management Process is followed.
3. Upon resolution of a service request, the end user will be notified that the request has been fulfilled. Once the service request has been resolved, the user will have three (3) business days to reopen the service request.
4. This policy will complement and not supersede policies such as those associated with the Change Management Policy for new services or service modification process.
Service Request Management Departmental Policy

Exceptions
Any requests for exceptions to this policy must be submitted in writing and will be reviewed on a case-by-case basis. Exceptions shall be permitted only after documented approval from the ITSM Steering Committee.

Policy Compliance and Monitoring
Service Requests will be reviewed on a periodic basis by the Service Request Management Process Owner to audit policy compliance to ensure that this policy, along with associated procedures, guidelines, and standards comprising the Service Request Management Process, are adhered to.

Policy Review
The Service Request Management Policy will be reviewed on the following basis:
- Annually, by the Service Request Management Process Owner
- Upon an update to the Service Request Management Process and/or tool
- Upon request of the ITSM Steering Committee

Definitions
- **Service Request**: A standard request for the access and use of an enterprise IT service.
- **Service Request Management**: The process responsible for managing the lifecycle of all requests. The objective is to process requests and approvals within agreed service level targets with the least possible impact on either the business or the user.
- **Service Request Manager**: The person or group that is assigned the responsibility of managing the lifecycle of a service request, as defined within the Service Request Management process.
- **Service Request Process**: The process used to request access and use of enterprise services through the HSC’s Service Request Management tool where the request will be assessed, managed, and fulfilled within service level targets.
- **IT Service**: An IT service is made up of a combination of information technology, people, and processes. A customer-facing IT service directly supports the business processes of one or more customers and its service level targets should be defined in a service level agreement.
- **ITSM Steering Committee**: An executive body responsible for the guidance and direction of IT Service Management.

Supporting Documentation
- Service Request Management Procedures

Acceptance
The undersigned have reviewed this document and approve its contents and agree to enforce this policy in their organization, including determining appropriate corrective action for non-compliance.
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<th>Name</th>
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<td>Executive Director, Information Technology, SRMC</td>
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