

20. REQUEST FULFILMENT

Topic/Question	
20.1	<p>RF Record Does the tool allow a request record to be raised?</p> <p>-----</p>
20.2	<p>RFC Date and Time Stamp Does the tool automatically apply the date and time to new/updated records?</p> <p>-----</p>
20.3	<p>Request Status Does the tool provide a field on each record in which to enter the status of the request? Eg, logged, WIP, closed.</p> <p>-----</p>
20.4	<p>Record Content Can the tool accommodate sufficient fields to capture the details of the request? Eg, the service, who's raised the request, who the request will be assigned to, closure details.</p> <p>-----</p>
20.5	<p>Request Models Does the tool enable request models to be set up for common requests? Eg, purchase and installation of a new PC, laptop or phone?</p> <p>-----</p>
20.6	<p>Self Help Requests Does the tool provide the capability to establish self-help access to pre-defined lists of services?</p> <p>-----</p>
20.7	<p>Service Descriptions Can the tool accommodate service descriptions that can be made visible to users when raising a request?</p> <p>-----</p>

20.8	<p>Change Integration Does the tool allow a request for change (RFC) to be raised from the RF module?</p> <p>-----</p>
20.9	<p>Financial Approval Does the tool enable financial approval to be sought and signed-off prior to the request being fulfilled?</p> <p>-----</p>
20.10	<p>Service Charges Does the tool control the process for billing or cross-charging for the request being fulfilled?</p> <p>-----</p>
20.11	<p>Request Fulfilment Does the tool automate the routing of requests to the appropriate person or team for fulfilment of the service? This could include internal and external people, departments or organisations.</p> <p>-----</p>
20.12	<p>Security of Services Can the tool assist with ensuring that the requester is authorised to access the service being requested and/or that any software requested is licensed?</p> <p>-----</p>
20.13	<p>Monitoring Request Progress Does the tool enable the monitoring of active requests to support the progress of it through to fulfilment and closure?</p> <p>-----</p>
20.14	<p>Functional Escalation Does the tool allow responsibility for fulfilling or approving an SR record to be escalated to a more capable or senior fulfilment or approval performer based on pre-established and/or manually overridden conditions? (Such as service level target, operational level target, business priority, support tier)</p> <p>-----</p>

20.15	Hierarchic Escalation Does the tool allow accountability for fulfilling or approving an SR record priority to be escalated to a manager or other SLA- defined role over the responsible performer based on pre-established and manually overridden conditions? (Manager notification, supplier notification, business notification) -----
20.16	Closure Categories Can the tool record closure categories? -----
20.17	Satisfaction Survey Can the tool produce customer satisfaction surveys? -----
20.18	Service Desk Tool Integration Can the tool be integrated with the service desk or incident management tool? -----
20.19	CMS Integration Can the tool be integrated with the configuration management system? -----
20.20	Release Integration Can the tool be integrated with release & deployment management tools? -----
20.21	Management Reports Can the tool produce reports from any of the data fields that are held without the need to purchase additional products or consultancy services? Eg total number of SRs, status of SR, customer satisfaction and back-logs. -----
20.22	Rules for Reopening Requests Does the tool support rules for when a service request can be re-opened? -----