Standard Operating Procedures
Managed Services Operations

Service Request Management Process

Document Information

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Table of Acronyms

Acronym	Definition
MSO	Managed Services Operations
SRM	Service Request Management
SDM	Service Delivery Manager
SDC	Service Delivery Coordinator
SD	Service Desk
CSM	Client Success Manager
RITM	Request Item ticket in WWT ServiceNow
CC	Command Center

1 Introduction

The purpose of this document is to provide a vivid description of the WWT CC (Command Center) MSO (Managed Services Operations) SRM (Service Request Management) Process.

This document is a living document and as a "to-be" model towards which the organization evolves.

- It specifies in a complete, precise, and verifiable manner the characteristics of the process.
- It ensures a consistent, repeatable process that enables MSO to offer a high-quality service to our customers.
- It provides an understanding of the MSO process.
- It provides a reference point for process queries and discussions.
- It enables MSO to fulfill SR (Service Requests) within agreed service levels.

1.1 Purpose

The purpose of the SRM practice is to support the agreed quality of service by handling all predefined, user-initiated SRs in an effective and user-friendly manner. By implementing and enforcing this policy, MSO will:

- Lower downtime and increase availability to its customers.
- Reduce unplanned labor and costs for the business and support staff caused by incidents.
- Align support activities to real-time business priorities; dynamically allocating resources as required.
- Provide quick and effective access to standard services that customers can use to improve the productivity and quality of their business.
- Reduce costs and increase the level of control over requested services.
- Improve the productivity and quality of service offerings

The definition for Service Request is: A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.

1.2 Outcomes

As a result of the successful implementation of this process, the MSO team can:

- Record and classify requests
- Prioritized and analyze requests
- Fulfill and close requests
- Communicate information regarding the status and progress of the SR is to interested parties
- Also, the customer can escalate SRs which MSO has not progressed according to agreed service levels

1.3 Scope

The scope of the SRM practice includes:

- managing SR models
- processing SRs submitted by users or their representatives
- managing the fulfillment of SRs according to the agreed models
- reviewing and continually improving request processing and fulfillment performance.

Typically, Service Requests include the following

- A request for information
- A request of moves, additions, changes, or deletions in the customer environment
- A request for access to a resource or service
- A request for a new project outside of the signed SOW or Customer contract
- Feedback, compliments, or complaints

This document covers the MSO SRM policy, process, and ServiceNow Request Management Module. It includes the creation, management, and closure of Request records.

1.4 Out of Scope

All externally hosted services where a specific support agreement does not exist with Manages Services is out of the scope of the process document.

1.5 Business Rules

The following attributes are fundamental to the success of SRM. This governance defines management expectations included in the process and procedures for the practical implementation of these rules.

Table 1: MSO SRM Business Rules

Category	#	Statements
1.0 General	1.1	MSO shall define, and all will use a single SRM process
	1.2	There shall be a single accountable process owner
	1.3	The organization will perform SRM following formalized processes and procedures
	1.4	Where relevant, processes and procedures shall comply with WWT Guidelines
	1.5	This process shall be used in conjunction with and not supersede statutory obligations
	1.6	The organization will record requests within a single centralized support tool
	1.7	MSO staff shall classify requests using a standardized set of criteria
	1.8	Request records shall be verified on an ongoing basis to ensure performance to formalized processes and procedures
2.0 Engagement	2.1	The MSO SDMs (Service Delivery Manager) will be the single point of contact for the ownership, monitoring, tracking, and communication of all request records in the MSO scope. The Client Experience (CX) Team will be the single point of contact for the request records in the Client Experience scope.
	2.2	MSO Staff shall refer users wanting to report an SR to the single point of contact in the respective scope.
	2.3	Every Request record shall have an owner assigned.
	2.4	The MSO SDMs shall have the authority to assign request tasks to the appropriate support team and to escalate any non-responsiveness for assignments to senior management.
	2.5	The organization shall commit appropriate resources to conduct activities as required by the SRM process.

Category	#	Statements
	2.6	The assigned contact shall alert customers in advance if the team does not meet the service level as expected.
3.0 Communication	3.1	The single point of contact shall be the channel of information for communications within their scope.
	3.2	The single point of contact shall provide updates or make regular updates available to customers.
	3.3	The single point of contact shall follow through on customer update requests promptly.
	3.4	All staff involved in the SRM process shall have access to relevant information such as known errors, problem resolutions, changes, and the configuration management database
4.0 Escalation	4.1	Requests shall be escalated according to specified criteria, or upon customer request
5.0 Record Status	5.1	Request Owners must regularly update active records following documented procedures and agreed timescale. Updates must contain meaningful information regarding the progress and status of the SR.
6.0 Closure	8.1	Only the following shall have the authority to close records: • The Record Assignee • SRM Process Manager • Affected customer/user

2 SRM Process Roles & Responsibilities

This document describes roles in the context of activities within the process.

Process Role	Responsibility
Process Owner (CC Manager)	• Accountable for the process performed per policies and procedures • Promotes awareness of SRM within MS (Managed Services) and the entire organization • Ensures the Process Manager conducts continual improvement reviews on the process • Collaborates with other process owners to ensure integration with related processes • Works with the organization concerning the strategy for capacity and capability as related to SRM

Process Role	Responsibility
Process Manager (MS SDM)	• Plans and manages the MS SRM and processes and works with the ITSM tool development team to develop the tool to support the process. • Develops and maintains the SRM process and procedures • Coordinating with other process managers to ensure integration with related processes • Designs and implements work techniques, documents, and trains on procedures, and is responsible for continual improvement
Service Desk	• Captures demand for SRs • Routing Requests to support specialist groups when needed • Analyzing for correct prioritization, classification • Providing resolution of SRs not assigned to support specialist groups • Monitoring the status and progress towards fulfilling authorized SRs • Providing unified communications services concerning the SRs. • Escalating Requests as necessary per established escalation policies
Request Approver (CX)	• Reviews T & M (Time and Material) requests with the customer if the LOE (Level of Effort) is over the agreed limit in the SOW (Statement of Work). • Approves all T & M requests before the MSO team begins implementation. • Consults with the Process Owner to review performance metrics • Provides guidance and support to the Process Manager(s) and affected Business Owners
Request Implementor (Tiers 1 – 4 Engineers)	Highly specialized, deeply technical support staff who typically:

Process Role	Responsibility
	• Resolves SRs and associated tasks. • Updates request tasks with relevant information and status changes. • Will escalate process-related or other issues regarding the SR to the process manager. • Supports predefined MACD (Move, Add, Change, Delete) requests. • Submits an RfC (Request for Change) and implements the Change Request to fulfill the SR. • Works as the change assignee, incident assignee, or work order assignee to fulfill the SR. • Completes the assignments required to fulfill the SR.
Requestor	• This role initiates the SR. • Follows processes for submitting/canceling a Request • Assists in updating or providing more information for the Request • Is available to confirm Request fulfilled • Provides input for the ongoing maintenance and improvement of the Request Fulfillment process through surveys and other vehicles

3 Initiating a Request

The Service Catalog contains predefined catalog items as well as a general catalog item to catch Adhoc requests. WWT grants customers access to these catalog items via the WWT External Customer Service Portal. The customer can initiate an SR via the following methods:

1. Open a new request through the customer service portal
2. Email their service request directly to the service desk
3. Phone in a request using the WWT-provided 800 number

Requests made via options 2 and 3 go directly to the Service Desk. The Service Desk agent then opens the SR using the ServiceNow Request Module.

Request records are templatized tickets, that will have predefined fields that will be populated when the Request is initiated. When a request record is opened a scheduled task is opened by default and assigned to the applicable engineering team required to complete the request item. A request generates a cart item, in turn the engineering team fulfills the Request, Once the task is completed, the Request is closed out. Note: for Requests categorized as “General Request” these by default create a scheduled task for the Service Desk team to assign to the correct resolution group or team to implement the Request. “General Request” is a catch all Request that can be opened for any item that is not standard or predefined. Each request record has a unique request ID and Request Item ID.

Timeframes for Request Fulfillment

Category	Assessment Time	Resolution	Description
Request for Information	N/A	5 Business Days	Question/Consultation: Reviewing configurations, or any questions for which a WWT Subject Matter Expert (SME) can assist. WWT will continue to work with Customer after initial response, if necessary. If the ticket is still pending after sixty (60) days, the Request will be closed and tracked via Monthly Service Delivery.
Standard Service Request	N/A	2 Business Days	A request that is implemented by following a predefined workflow in which a template for the workflow exists, no risk and impact analysis is required and, no approval other than from the Customer is required.
Non Standard Service Request	5 Business Days	TBD	High risk and complexity rating. Special Request for project work.
General	N/A	48 Hours	Feedback, compliments, or complaints. Customers submit any type of feedback for WWT review and/or action.

3.1 Customer Initiated Request-Customer Service Portal

Using the customer service portal, the customer can submit a request for the following:
General Requests: Any item that is not predefined by a catalogue item. Ex. User needs hardware replaced or requesting code upgrade on a wireless AP. This is a catch all for any request the customer may have that is not already predefined. Pre-defined items are a work in progress as the Request Fulfillment catalog is completed.
Make a Request: Customer can submit a request to open an Incident record.
Note: Request Catalogue Items will be customized based on customer need, EX. Password Requests, MACD’s, Site Administration.

3.2 Customer Initiated Request-Emailing the WWT Services Desk

Using the following email: wwt1se@service-now.com , customers may submit a request and provide as much detail as possible. This will generate a CSM ticket that will have a Request created from it as a general request.

3.3 Customer Initiated Request-Phoning the SD using the provided 1800 phone number

All customers are assigned a 1-800 number that can be used to contact the SD to submit a request or an incident. For high priority requests, customers are encouraged to use this 1-800 number to ensure requests are handled in the timeliest manner.

4 Lifecycle of the Request

4.1 Priority of the Requests

All Request will be created as P3 Mediums. The SD will assess the request priority by determining the impact and urgency. The customer or end user offers input to guide this assessment, which can be compared to the standardized criteria below.

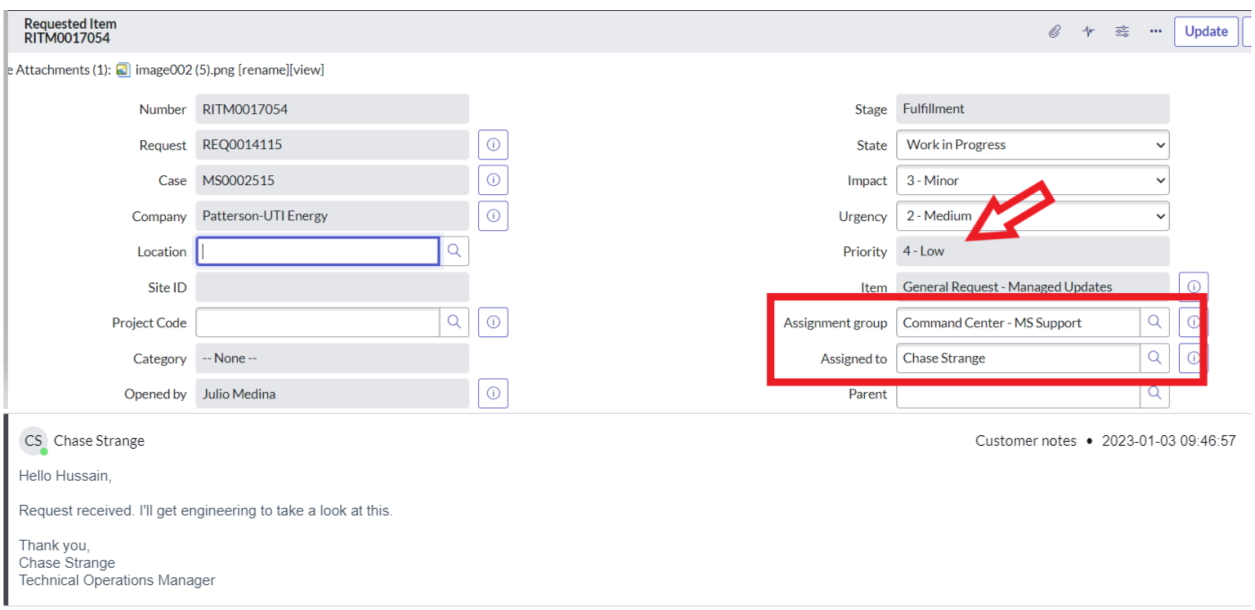
Impact	Definition
1 – Major	• Service down or affects entire organization, department or line of business • 50% outage impacting 50% or more of devices or end users on covered equipment
2 – Moderate	• Service down for single user or; • Service degraded for a group of users or; • 10% or more of total end users on covered equipment at a site`
3 – Minor	• Non-outage or service impairment issue affecting < 10% of users at a site or; • Request is for a single user

Urgency	Definition
1 – High	• Core (critical) Business Service as identified by formal Business Impact Analysis (BIA) or; • Critical peak business period (e.g. Month end, Start of Day) or; • Business process stopped; users cannot work and; • No workaround available
2 – Medium	• Support Service that directly supports the execution of a core business service (e.g. Medium BIA rating) or • Business Processes affected; key functionality unavailable and; • No workaround available
3 – Low	• Non-urgent service that is not time sensitive (e.g. Low BIA rating) or • Process degraded or • Workaround available

		Urgency		
		High	Medium	Low
Impact	Major	1	2	3
	Moderate	2	3	4
	Minor	3	4	4

4.2 Assignment of Requests

Once the SD has created the new RITM in SNOW, they will assign the Request to the primary SDM. The SDM will review, send a customer note acknowledging receipt of the Request and ensure the Request is set to the correct Priority.



The Primary SDM will determine the type of Request and assign the Request task to the appropriate team for implementation. The Primary SDM stays engaged and ensures that the requests are completed and updated. Once the Request has been fulfilled the SDM will ensure that the RITM is closed.

Any request that is determined to be Out of Scope according to the SOW, will be forwarded to the Client Experience team to assist in getting proper approvals. Once all approvals are received the Request is sent back to the Primary SDM to move forward on implementation and completion.

5 Appendix A:Request Management Process Flow

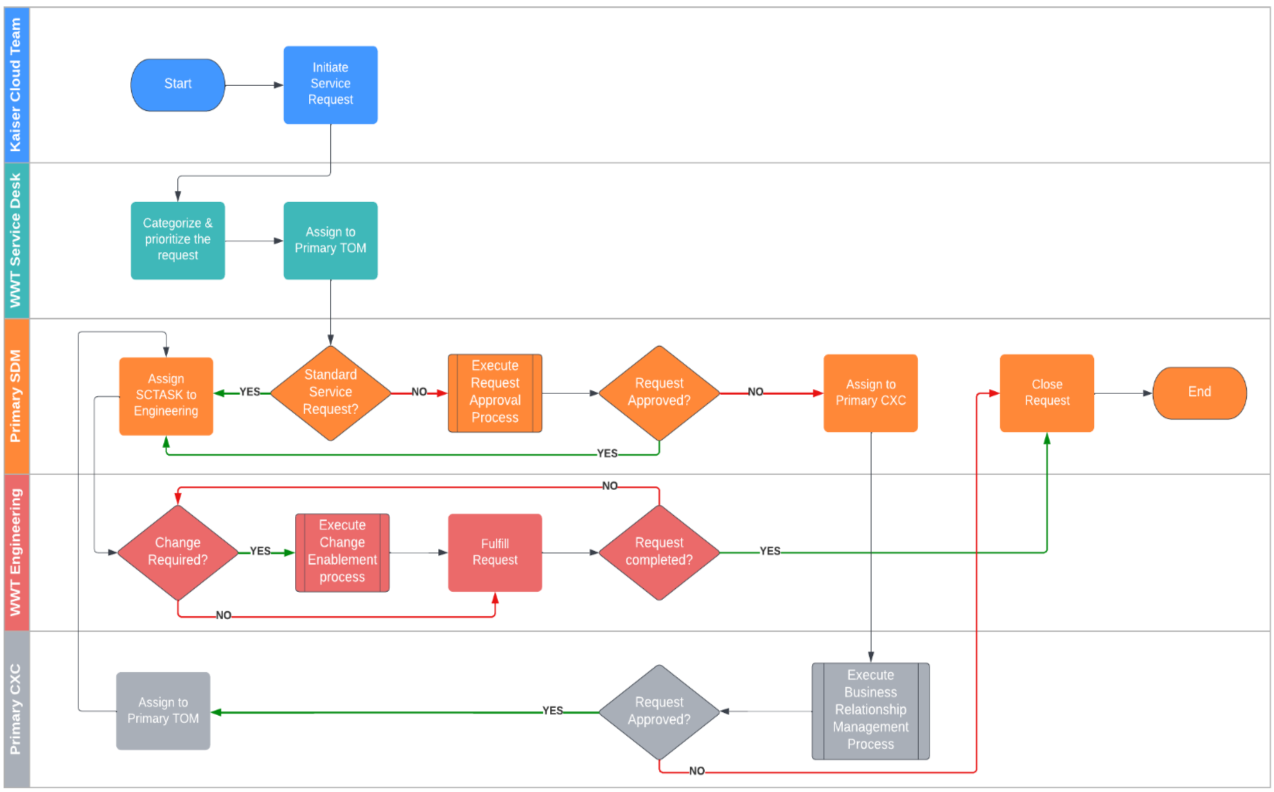


Figure 1

Version Control

Version	Date	Author/Contributor	Summary of Changes
V1.0	xx-xx-xxxx		Summarize the largest changes here; refer to your team's Change Log to recall.
V1.2	1/3/2023	Somerville	Updating the Req Fulfillment SOP
V1.3	7/27/2023	Chase Strange	Updated verbiage