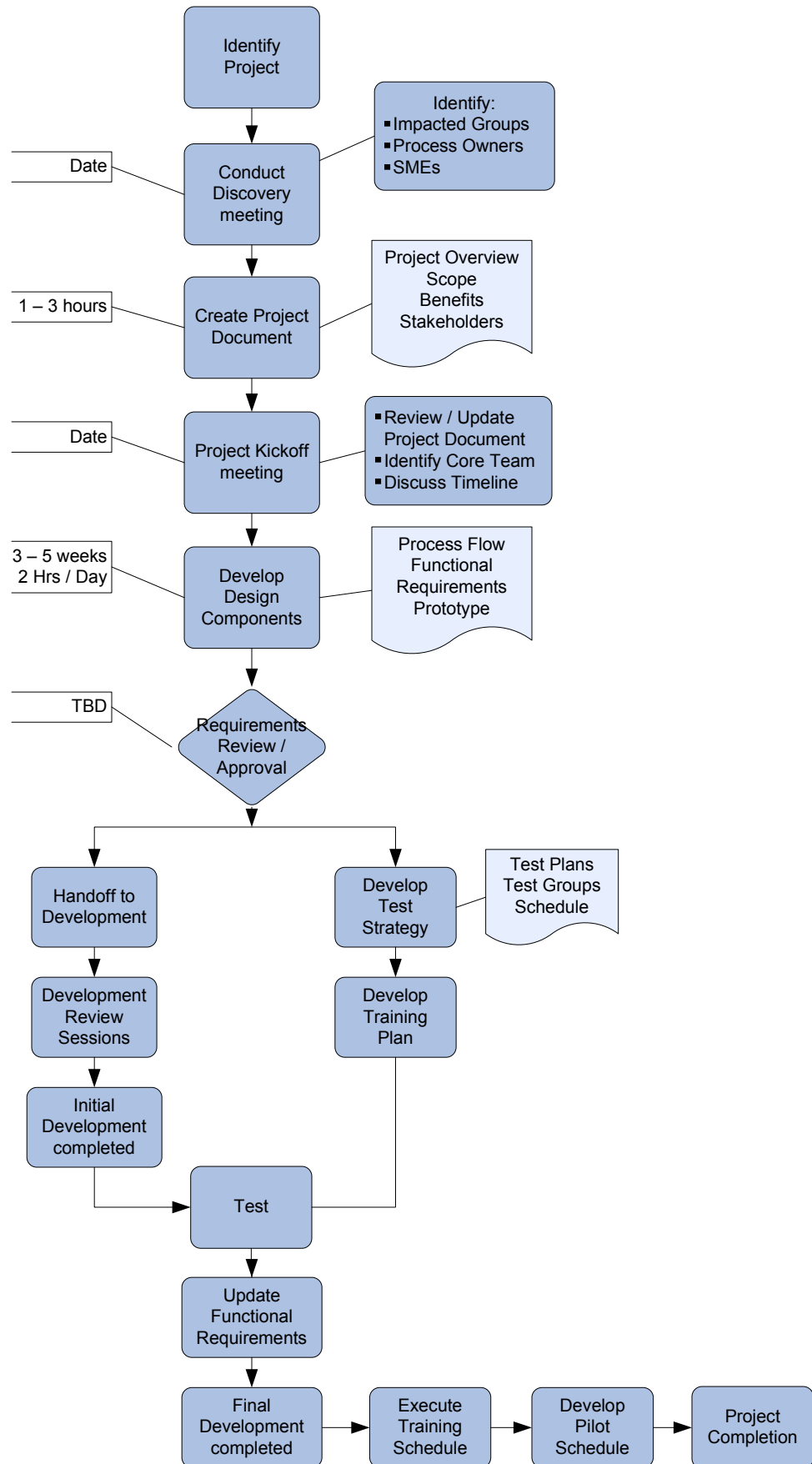


Request Center Process



Request Type (Check all that apply) New Service Request Process Enhancement to Existing Service Request

Process Name:

SUMMARY

Project Overview

[Describe the overall project, documenting the services being addressed, the departments involved, and their current processes, if known]

Design, develop, and implement a service request and delivery plan for requesting x services.

In Scope Deliverables

[Describe the components and deliverables associated with this project]

Eliminate any current tools and manual processes, including x. Allow the department to manage all requests from initiation to fulfillment. Ensure all Service Providers are aware of the Requests.

In Scope features

- Required information
- Identified support groups
- Delivery plans

Out of Scope

Out of scope deliverables include, but are not limited to:

-
-

Benefits

Benefit	Details
Streamlined intake process	Elimination of multiple entry points and creation of a single request process
Process is efficient, effective and continuously improved	Better utilization of employees time and better adherence to a standard process
Improved communication	Business can better explain their needs up front and Service Teams can better analyze and evaluate Requests to provide a more accurate solution
Assessment of incoming work requests	Work requests come via a single pipeline and are evaluated as part of the process
Pre-defined timescales for response	Standard response times will be available for normal requests
Managed implementations	Well managed implementations including Requirements, Design, Build, Deploy and Operate phases
Improved information for forecasting and planning	Workloads will be documented and data will be available for metrics
Proper setting of customer expectations	Customers will be informed of response and performance milestones up front and automatically via the tool
Improved involvement of service delivery team	Improved tracking and fulfillment, reduced interruptions and unexpected delays, better understanding of Scope of Requests

Ownership

The x Group will assume ownership of this Request Category following deployment into Production, with the assistance of the Request Management team as needed. This includes training, maintaining a list for future enhancements and answering business questions.

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1.3. Notifications..... 6

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2.1. Manager approval (if required)..... 6

2.2. Notifications..... 6

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3.1. Fulfillment groups 6

3.2. Task list / Delivery Plan..... 6

3.3. Additional information / fields / actions..... 6

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PROJECT INFORMATION

Project Stakeholders

Stakeholder group	Description	Involvement	Expectations
Support Group	Process Owner / Service Providers	Design Analysis, Testing, Auditing, Training	Participate in all stages of development and implementation
Requesting groups	Feedback, Process evaluation	Testing, Training	Evaluate design as requested, Participate in testing and pilot
Request Management	Project Administration	Design Analysis, Development, Testing, Training, Operationalize, Audit	Administer entire design and implementation process

Project Glossary

N/A

References

[Mandated information, outside reference materials, policy and procedure documents, compliance agreements]

N/A

REQUIREMENTS

1.0 Request submission

1.1. Create X Request Item

Description

1.2. Required Info

Field Titles, types, dependencies,

1.3. Notifications

When a Request is submitted, a notification is sent to the Requester, stating:

2.0 Request Approval

2.1. Manager approval (if required)

2.2. Notifications

3.0 Request Fulfillment

3.1. Fulfillment groups

3.2. Task list / Delivery Plan

3.3. Additional information / fields / actions

3.4. Notifications

4.0 Request Closure

4.1. Notifications

5.0 Reporting

5.1. Report fields

5.2. Report formats

Possible Future Enhancements

None addressed at this time.

PROJECT REQUIREMENTS APPROVAL

Requirements Approved Yes <input type="checkbox"/> No <input type="checkbox"/>	
Sponsor Name:	Type Name Here
Sponsor Title:	
Signature:	
Date	

Requirements Approved Yes <input type="checkbox"/> No <input type="checkbox"/>	
Key Stakeholder Name:	Type Name Here
Signature:	
Date	

Requirements Approved Yes <input type="checkbox"/> No <input type="checkbox"/>	
IT Application Owner:	
Signature:	
Date	

Requirements Approved Yes <input type="checkbox"/> No <input type="checkbox"/>	
Development Team Lead:	
Signature:	
Date	

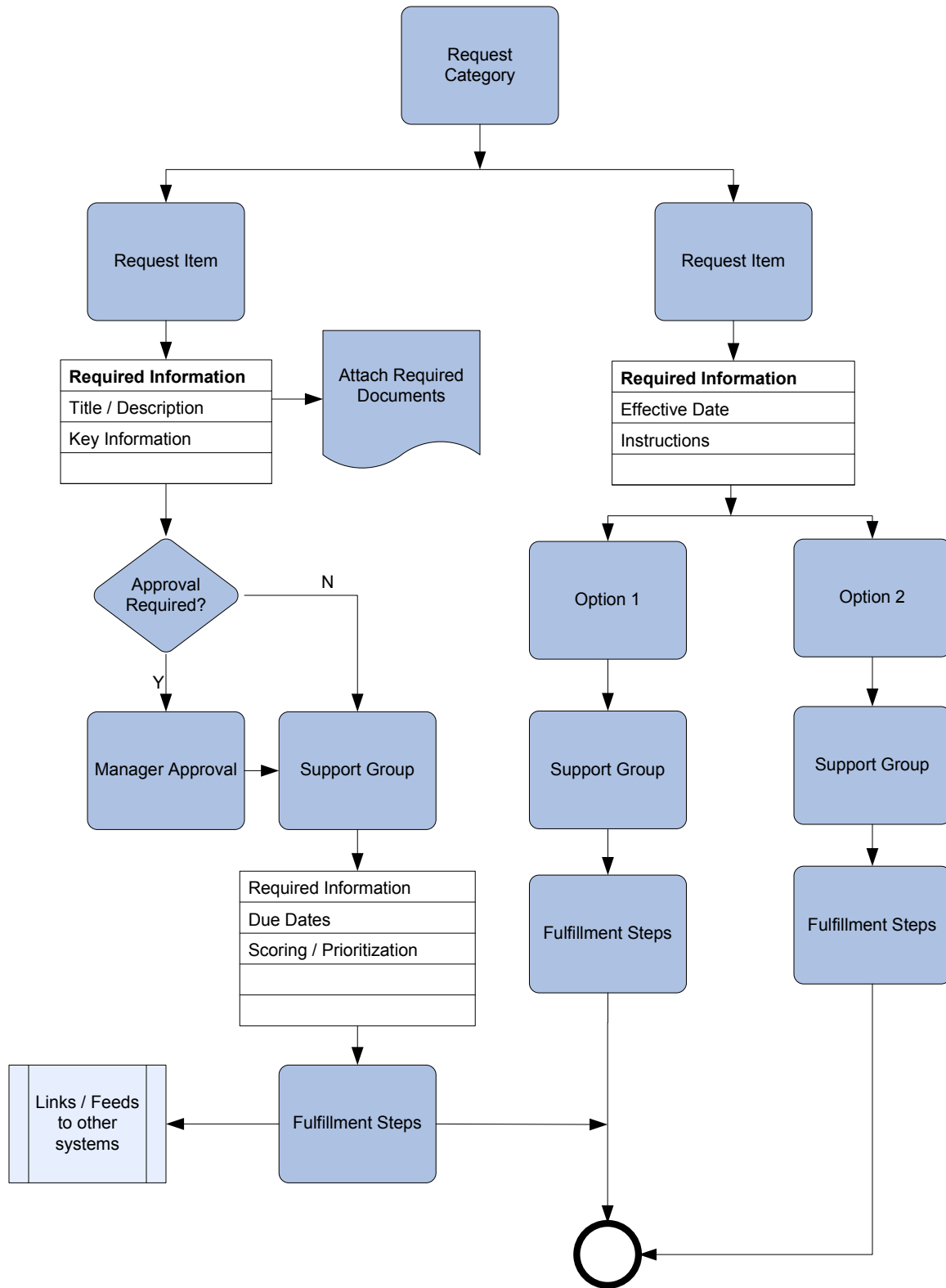
Revision Log

Version	Editor	Revision Description	Date
1.0		Document creation	

ADDENDA

1.A Functional Requirements

2.A User specific files



Stage	Primary	Bob	Bob	Bob	Bob	Bob
	Project	Project 1	Project 2	Project 3	Project 4	Project 5
Requirements	Conduct Discovery Meeting	6/10	11/25	10/14	3/31	1/9
	Create Project Document	6/16	11/18	10/29	4/3	1/15
	Project Kickoff Meeting	6/17	2/9	11/3	5/6	1/16
Design	Process Flow Chart	6/26	1/28	11/26	5/8	1/30
	Functional Requirements	10/28	2/13	2/13	5/14	2/2
	Prototype form	11/3	1/28	2/13	5/28	2/2
	Requirements review and sign off	12/22			10/29	2/4
Build	Handoff to Development	12/22			11/1	2/4
	Estimated Development Start	12/28				2/12
	Percent Development Completed	95.00%				25.00%
	Develop Test Strategy (Groups, Plans, Schedule)	1/5				
	Schedule Development reviews	1/5				
Deploy	Initial Test session	12/22				
	Review Test Results	1/6				
	Update Functional Requirements	2/9				
	Development completed	2/24				
	Final Test & Review	3/2				
	Move to Production	3/10				
Operate	Pilot Kickoff	3/10				
	Communication					
	Training					
	Rollout					