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Revised By:	Joshua Graves	Review Cycle/Date:	Annually
Reviewed By:	Amy Max	Reviewing Unit:	OMES Service Desk
Title:	Service Request Process SOP		
Description:	This document is the operating standard for the service request process.		

Service Request Process

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this standard is to outline the service request process.
2. Scope
 - 2.1. This document applies to the OMES Service Desk, Service Providers and OMES IS customers with a service request.
3. Discipline
 - 3.1. Service Management
4. Terms and Definitions
 - 4.1. Service Catalog – Listing of services OMES IS provides.
 - 4.2. Service Catalog Request – Request for services not currently offered to a customer.
 - 4.3. Service Request – Request for routine, ongoing support for a customer to keep production operating efficiently and effectively. An example would be setting up a new user.
 - 4.4. Enhancement – Non-routine change that costs less than \$15,000 to implement.
5. Discussion
 - 5.1. When the OMES Service Desk receives a service request, it will be logged.
 - 5.2. Next, the OMES Service Desk determines if the case should be assigned to the OMES Service Desk, or if it should be assigned to another agency’s help desk. If the case needs to go to another agency’s help desk, it will be resolved. The OMES Service Desk will contact the customer and inform them that the case should go to another help desk. They will provide the customer the contact information for the other help desk.
 - 5.3. The OMES Service Desk then determines if the request is covered under an existing service agreement. If not, the request will be processed as a Service Catalog Request.
 - 5.4. If the request is covered under an existing service agreement, the OMES Service Desk will determine if the request is actually an incident. If it is an incident, the case subcategory needs to be changed to “Submit Incident”.
 - 5.5. If the case is a service request, the OMES Service Desk will determine if they can fulfill the request. If they can, they will fulfill it within the timeframe allowed by the Service Desk Manager. They will notify the customer if they are fulfilling the request and will update and resolve the case when fulfilled.

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- 5.6. If the OMES Service Desk is unable to fulfill the request, the request will be assigned to another service team. That service team will then perform an initial evaluation of the request, which may include additional conversations with the requestor.
 - 5.7. The Technician will then determine if the request is a service request or an enhancement by analyzing the case description and notes. If it is a service request, they will perform the service requested by the customer.
 - 5.8. Once the request has been fulfilled, the Technician will verify with the customer that the solution meets their needs.
 - 5.9. If the work is incomplete or the customer's needs were not met, the Technician will identify the specifics within the case notes and continue to work the case.
 - 5.10. If the customer's needs were met, the Technician changes the case status to Next Resolve and adds the resolution to the case.
6. Roles and Responsibilities
- 6.1. OMES Service Desk – Logs the request and determines if it is a service request. They will resolve the case, if possible, or assign the case to the appropriate service team.
 - 6.2. Service team – Will perform the service requested and resolve the case.
7. Limitation or Implementation Notes
- 7.1. Access to CRM.