Request Fulfillment RACI and Procedures

Roles & Responsibilities

The RACI model is used to help define who is responsible/accountable in the process.

R = Responsible (the person responsible for getting the job done)
A = Accountable (one person must be accountable for each activity)
C = Consulted (involved through input of knowledge and information)
I = Informed (receives information about process execution and quality)

Specific roles defined as:

- Users: anyone at Miami or outside Miami using an IT service
- Logger role: any IT staff
- Fulfiller role: any IT staff (note: this may be the same person performing the logger role)
- Process managers: line managers whose staff participate in this process
- Process owner: Pete Ferris

Process Step	**Users**	**IT Services loggers**	**IT Services Fulfillers**	**Process Managers**	**Process Owner**	**Financial/ Access Approval Authority**
Request identification	R	R	R	R	A	
Request logging and validation	I	R		A		
Request categorization	C	R		A		
Request prioritization	C	R		A		
Request authorization					A	R
Request review	C	R	R	A		
Request model execution			R	A		
Request closure	I		R	A		

Monitors the people performing these activities for quality, etc.		C	C	R	R/A	
Monitors to ensure the process is efficient and effective		C	C	C	R/A	

Request Fulfillment Management Activity Standards

These steps should be performed by the responsible party (R) participating in the request fulfillment management process for each activity.

Request Identification

Is it a service request?

If no, follow appropriate process for incident management or submitting a change proposal

If yes, is there already an existing service request for this person?

If so,

- update the ticket
- inform the person of the current status
- inform the current assignee of any applicable updates

Request Logging and Validation

Is there an existing request model for this type of request?

If yes, log the request using that request model or direct the client to the appropriate self-service form if they prefer.

If no, collect the following information:

- requester/user information (contact, location, etc)
- service information (from service catalog)
- urgency
- impact
- details of request
- is it an emergency?

- request closure preferences (email or phone and how much)

Request Categorization

Select an appropriate service to categorize the request against the many services available in the service catalog

Request Prioritization

https://docs.google.com/a/miamioh.edu/document/d/1_Kxz7VBng3HoL1ymD4K1Pqt00XpelFo9qfW5QUcK1_Q/edit

If Priority 1 request, follow the **Major Incident Procedure** (see appendix). Otherwise continue to **Request Authorization.**

Request Authorization

Some request models, especially those that involve financial or access authorizations will require special approval. In such cases, approval must be obtained be obtained before request fulfillment work can continue.

A service request that requires authorization but did not obtain it should be returned to the Service Desk or original logger (if the original logger wasn't part of the Service Desk) so that they can consult with the requester regarding the reasons that the service request was not authorized and discuss alternatives.

Request Review

The logger of the service request must determine if he or she is able to fulfill the request themselves or if it needs to be routed to the appropriate request fulfillment group for request model execution.

If the logger lacks the expertise or access necessary to execute the request model within the time-to-escalate SLA, follow the, **Functional Escalation Procedure** (see appendix).

Request Model Execution

- Perform Remote Support, go onsite or coordinate the fulfillment of the request
- Pass back to the Service Desk OR perform request closure steps
- Record fulfillment steps in record/diary

Request Closure

- Verify fully complete
- Execute the request closure preferences collected during the request logging step
- Validate categorization
- Initiate user satisfaction survey

- Ensure request history is fully documented
- If fulfilling a non-standardized, non-predefined request make sure that the steps taken towards fulfillment are fully documented

If the major incident process was used for a request, document the following within 2 business days:

- Request summary
- Suggestions on how to avoid in future
- What was done correctly
- What was done incorrectly
- Identify areas for improvement
- Identify any follow-up actions

Functional Escalation Procedure

Escalation Roles

- Level 1 students: student workers at support desk
- Level 1 everyone else: all ticket loggers
- Level 2: Support Desk full-tIme Staff
- Level 3: Service-based expert
- Level 4: Service-based super-expert (optional, by service)

<u>**First Pass Procedure**</u>	<u>**Subsequent Passes Procedure**</u>
If level 1 student: everything queued to level 2 UNLESS ❏ script defines escalation procedures ❏ service specific escalation procedure If Level 1 other: everything queued to level 2 UNLESS ❏ routing directly to your own queue	From Level 2 to Level 3 to Level 4 **by service** UNLESS ❏ get agreement from someone else to take directly ❏ script defines escalation procedures

❏ obtain agreement from someone else to take directly	

Major Incident Procedure

This procedure may be triggered by the Request Fulfillment Management process in one of three ways:

1. The request is assigned a Priority 1 designation
2. Someone requests a major incident procedure be followed for a service request
3. The request is assigned a Priority 2 designation and the time-to-fulfill SLA has been exceeded, which will cause the system to reprioritize to Priority 1

The specific activities and roles are described in the Incident Management Process.