

SOP: Service Request Fulfillment Guidelines

This SOP defines the **service request fulfillment guidelines**, detailing the process for receiving, prioritizing, and addressing service requests efficiently. It covers request logging, evaluation, assignment to appropriate teams, communication protocols, performance metrics, and follow-up procedures to ensure timely and quality resolution of user requests, thereby enhancing customer satisfaction and operational effectiveness.

1. Purpose

To establish standardized procedures for the efficient handling and fulfillment of service requests, ensuring timely response, resolution, and continual improvement of customer satisfaction.

2. Scope

This guideline applies to all service desk personnel, support teams, and relevant stakeholders involved in the processing and fulfillment of service requests.

3. Definitions

- **Service Request:** A user-initiated request for information, advice, access, or a standard service.
- **Requester:** The user who submits the service request.
- **Service Desk:** The primary point of contact for receiving and managing service requests.

4. Procedure

1. **Request Logging**
 - All service requests must be submitted via the authorized channels (e.g., service portal, email, phone).
 - Capture essential information: requester's details, description, time of request, and service needed.
 - Register the request in the Service Management System (SMS). Assign a unique ticket/reference number.
2. **Evaluation & Prioritization**
 - Assess urgency and impact to determine priority level (e.g., Low, Medium, High, Critical).
 - Document classification and prioritization in the SMS.
3. **Assignment**
 - Assign the request to the appropriate support team or individual responsible for fulfillment.
 - Send notification to the assigned party and confirm receipt.
4. **Communication Protocols**
 - Acknowledge receipt of the request to the requester within the defined SLA (e.g., 1 business hour).
 - Provide updates at regular intervals or upon status changes.
 - Communicate resolution and confirm requester satisfaction before closure.
5. **Fulfillment & Resolution**
 - Execute the requested service as per documented procedures and standards.
 - Record all actions and resolutions in the SMS.
6. **Closure & Follow-up**
 - Verify with the requester that the service request has been fulfilled successfully.
 - Close the request in the SMS. Solicit feedback for continual improvement.

5. Roles and Responsibilities

Role	Responsibility
Service Desk Agent	Log, categorize, assign, and communicate on service requests.
Support Teams	Fulfill assigned requests according to SLAs and update status.
Requesters	Provide required information, respond to clarifications, confirm resolution.
Service Manager	Monitor metrics, review escalations, ensure process compliance.

6. Performance Metrics

- First Response Time
- Request Fulfillment Time
- Request Closure Rate
- Customer Satisfaction Score (CSAT)
- SLA Compliance Rate

7. Review and Continuous Improvement

Regularly review service request processes and metrics. Identify gaps, update SOP as needed, and train staff to optimize request fulfillment and enhance user satisfaction.

8. References

- ITIL Service Operation
- Company Service Level Agreement (SLA) Policy
- Service Management System User Manual