Table 6 establishes responsibilities for high-level process activities by organization.

Table 6: Responsibilities for Enterprise RqF Organizations

RqF Process Activities	Requestor	Service Desk	MCNOSC	RNOSC	MCSC	MITSC	Base	USMC C4
Request Identification	(R)P	(R)	P			P	P	A
Request Logging	(R)C	(R)	P	C		C	C	A
Request Categorization	I	R	P	C		C	C	A
Request Prioritization	C	R	P	C		C	C	A
Request Authorization*	I	P	(R)P	(R)C	(R)C	(R)C	(R)C	A(R)C P
Request Fulfillment*	I	(R)	(R)P	(R)P	(R)P	(R)P	(R)P	A
Request Closure	C	R	P					A

** Request Authorization and Fulfillment Responsibilities varies by Request and, therefore, the Responsible roles may fall within any one of the listed organizations for fulfillment depending upon the type of request.*

Legend:
Responsible (R) – Completes the process or activity. Only one Role will be responsible for an activity. The (R) indicates that Responsibility will vary depending upon the request type and could fall within any of the designated columns.
Accountable (A) – Authority to approve or disapprove the process or activity
Consulted (C) – Experts who provide input
Informed (I) – Notified of activities
Participant (P) – Assists in execution of process or activity

Note: Any department that is designated as Responsible, Accountable, Consulted, or Participant is not additionally designated as Informed because being designated as Responsible, Accountable, Consulted, or Participant already implies being in an Informed status.

Note: Only one department can be accountable for each process activity.

Table 7 establishes process role responsibilities for high-level process activities as they relate to process roles. Process roles transcend organizational boundaries; therefore a role based RACI-P chart ensures proper assignment of responsibilities to individuals.

Table 7: Responsibilities for Enterprise RqF Roles

RqF Process Activities	Requestor	RqF Process Owner	RqF Process Manager	RqF Request Dispatcher	Request Administrator	Fulfillment Resources	Approving Authorities
Request Identification	(R)P	A	P		R		
Request Logging	(R)C	A	P	I	R		
Request Categorization	I	A	P	I	R		
Request Prioritization	C	A	P	P	R		C
Request Authorization	I	A	P	C	P		R
Request Fulfillment	I	A	P	P	P	R	I
Request Closure	C	A	P	I	R		

Legend:
Responsible (R) – Completes the process or activity. Only one Role will be responsible for an activity. The (R) indicates that Responsibility will vary depending upon the request type and could fall within any of the designated columns.
Accountable (A) – Authority to approve or disapprove the process or activity
Consulted (C) – Experts who provide input
Informed (I) – Notified of activities
Participant (P) – Assists in execution of process or activity

Note: Any department that is designated as Responsible, Accountable, Consulted, or Participant is not additionally designated as Informed because being designated as Responsible, Accountable, Consulted, or Participant already implies being in an Informed status.

Note: Only one department can be accountable for each process activity.

3.2 Policies

References to industry governing policies and laws can be found through the document referenced below:

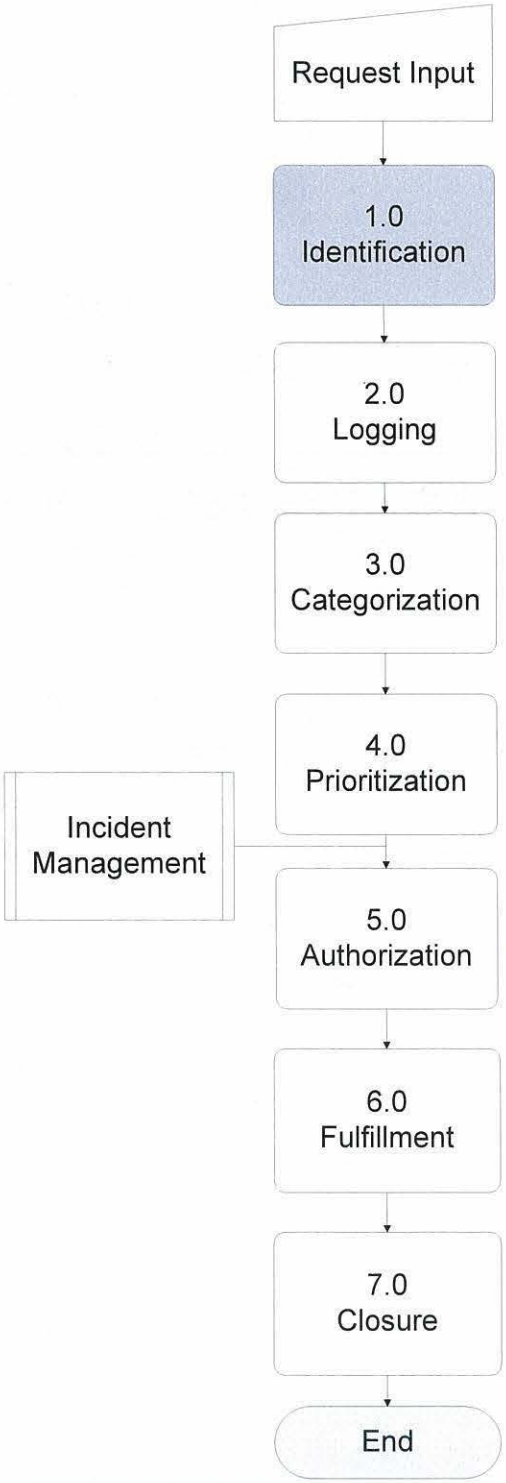
"E-ITSM Recommended Policy Development Plan Final"

4.0 SUB-PROCESSES

The USMC RqF process consists of seven sub-processes. While every Service Request will follow each sub-process on some level, not every activity within each sub-process is utilized for every USMC organization or type of Service Request.

4.1 Request Identification

Request Identification is the activity of determining how the Service Request is to be routed within the Request Fulfillment process. The RqF process is triggered through request inputs from the Service Catalog. The Service Request ticket is opened to capture the requestor's pertinent information (i.e., name, location and contact information) and a description of the Service Request. The Service Request is identified as pertaining to the Classified (SIPRNet) or Unclassified (NIPRNet) ticketing system.



The following workflow (Figure 5) depicts the Identification sub-process.

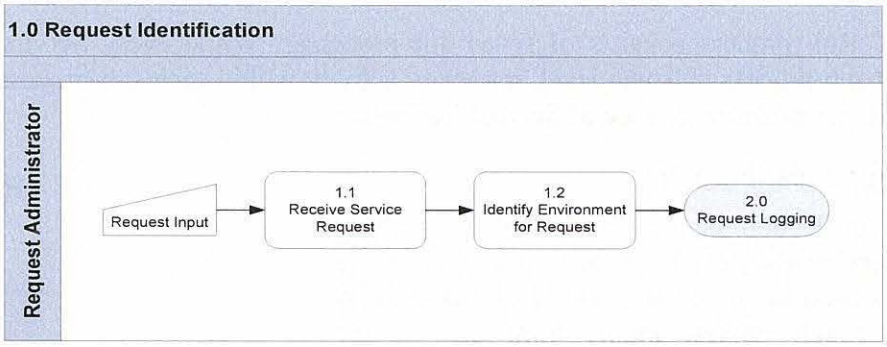


Figure 5: Request Identification Sub-Process

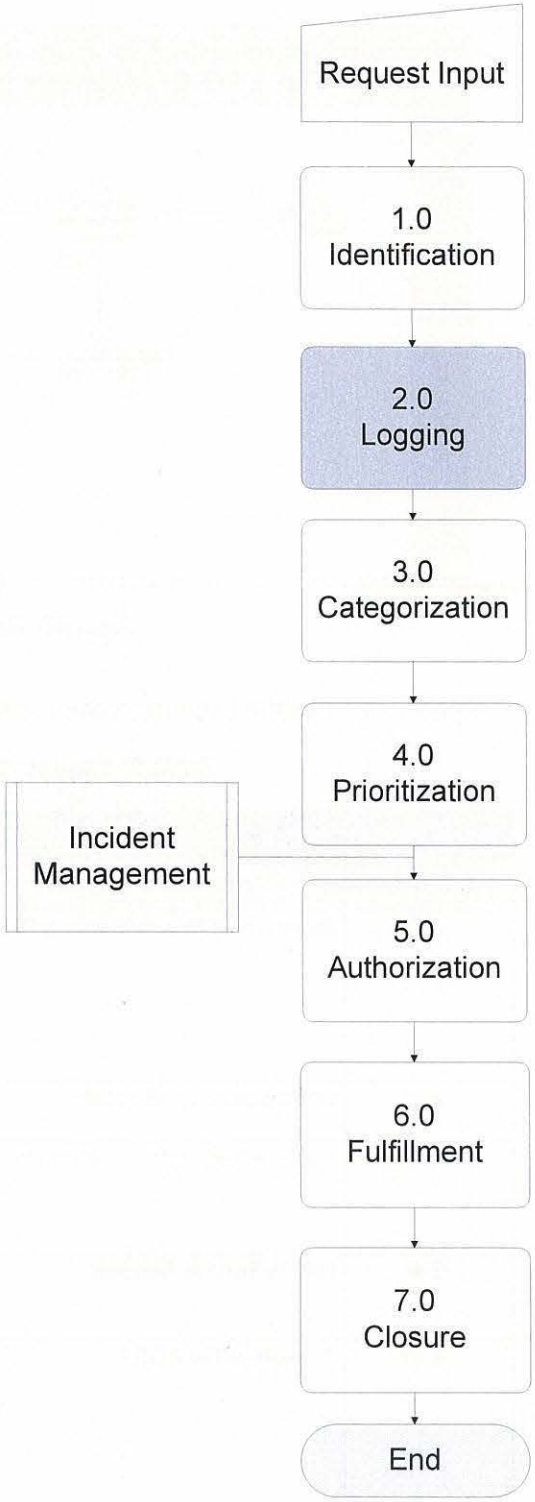
Table 8 describes the Identification sub-process steps as depicted in Figure 5.

Table 8: Request Identification Sub-Process Descriptions

1.0 Request Identification		
Number	**Process Activity**	**Description**
1.1	Receive Service Request	Users have the ability to submit a Service Request via phone call, email, web-enabled portal, fax, in person, and direct entry to the request system (via tool or web for operations personnel). The Identification sub-process is triggered when a Service Request is submitted and the Request Administrator begins identification.
1.2	Identify Environment for Request	Determine if the Service Request applies to the NIPR or SIPR networks for requests that do not originate through a portal or a catalog. Requests submitted through a portal or catalog will already have a SIPR or NIPR designation.

4.2 Request Logging

Once a Service Request has been identified it is logged in the request management system. Information about the requestor must also be added to the request record so that prioritization, authorization and fulfillment can be completed in the most efficient manner. The accuracy and completeness of Logging is also critical to reporting, tracking, and service management.



The following workflow (Figure 6) depicts the Logging sub-process.

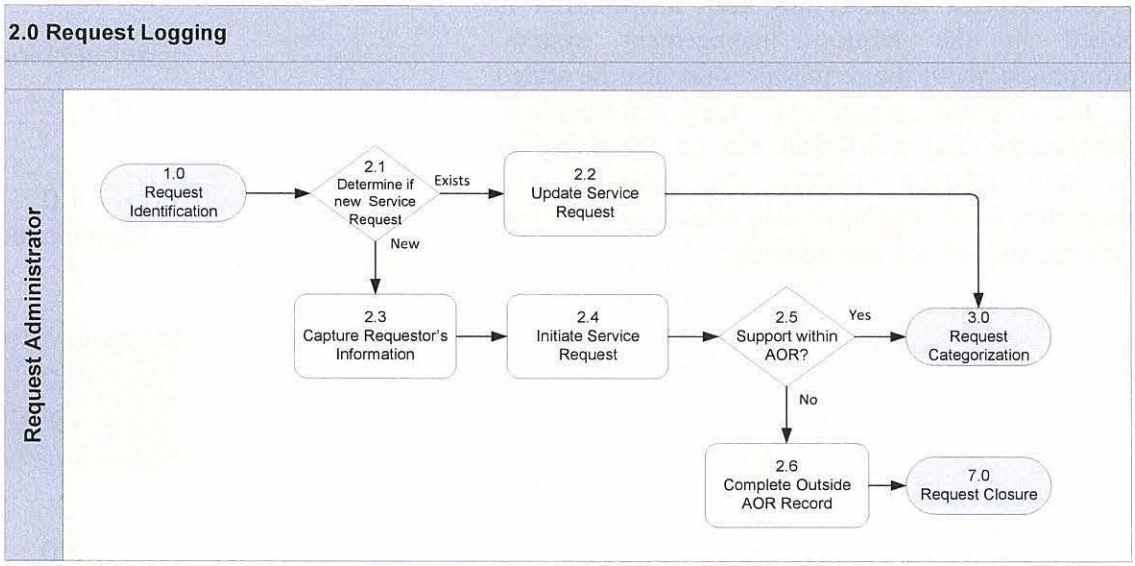


Figure 6: Request Logging Sub-Process

Table 9 describes the Logging sub-process steps as depicted in Figure 6.

Table 9: Request Logging Sub-Process Descriptions

2.0 Request Logging		
Number	**Process Activity**	**Description**
2.1	Determine if New or Existing Request	The Request Administrator determines if this a new or existing Service Request 1. New: If this is a new request, then continue to capture requestor's information. 2. Exists: If this is an existing request, then proceed to update Service Request.
2.2	Update Service Request	The Request Administrator reviews and updates the existing Service Request.
2.3	Capture Requestor's Information	The Request Administrator captures the requestor's name, location and contact information, and a description of the Service Request. In addition, there is a method to verify which user is receiving the service.
2.4	Initiate Service Request	Any information that has been collected by the Request Administrator is formally initiated in a record and a specific request record number is assigned.
2.5	Support within AOR?	The Request Administrator determines if the inquiry is within the MCIE Area of Responsibility (AOR) and updates the Customer on the next step. 1. Yes: If within AOR, then proceed to Request Categorization. 2. No: If not within AOR, then proceed to Complete Outside AOR Record.
2.6	Complete Outside AOR Record	The Request Administrator updates the requestor on the next step in the process, completes the Service Request using the

2.0 Request Logging		
Number	**Process Activity**	**Description**
		Outside AOR template, and routes to Request Closure.

Consult Appendix D: RqF System Record Attributes for a complete listing of logging attributes.

4.3 Request Categorization

Service Request Categorization is conducted to facilitate correct and timely authorization, fulfillment and accuracy in reporting. Categorization identifies the IT Service to which the request is associated. The IT Service has predefined routing instructions, authorization contacts, and fulfillment procedures that are associated with the related request category. These services are related to specific product and operational categories, or request for information, comments and complaints. Additionally, categorization is corrected when necessary throughout the lifecycle of the service request to ensure proper routing and accuracy in reporting.

The Marine Corps product categorization structure contains three tiers designed to quickly and accurately identify technologies, manufacturers, products, versions, and configuration items.

Operational categories define the work for particular types of Service Requests and their related tasks.

The Marine Corps operational categorization is a three-tier structure used to enable quality reporting in the record system, to qualify groups and support staff assignments and to manage the routing for authorization.

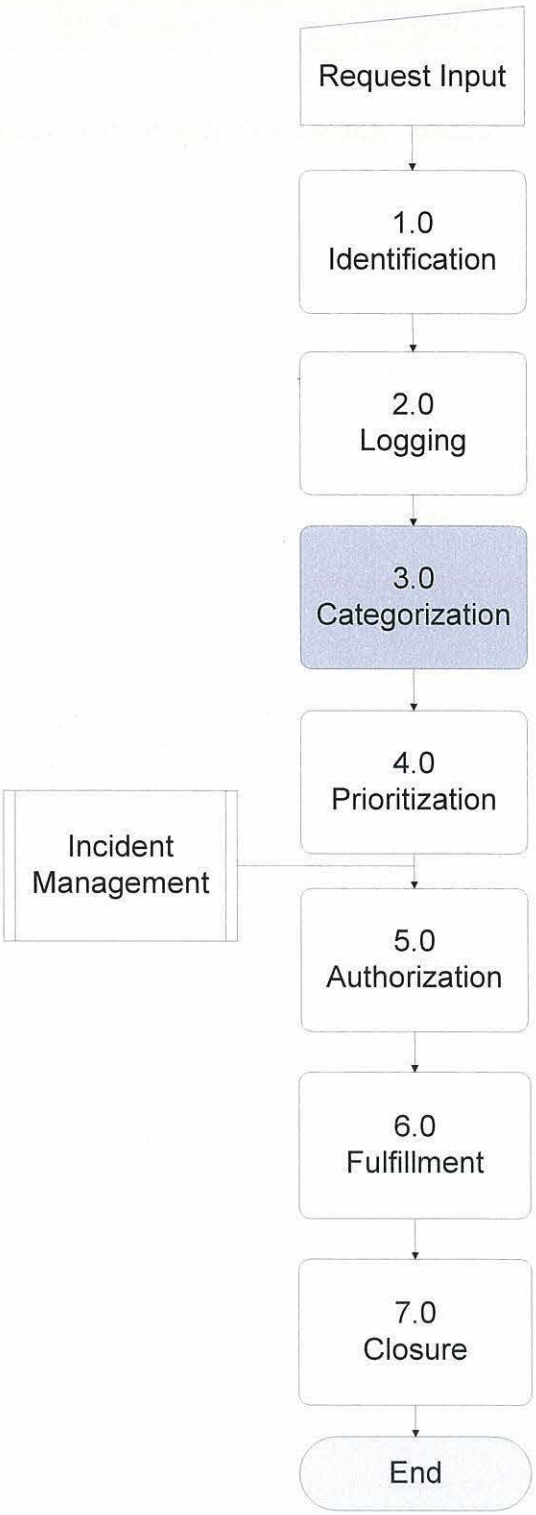


Table 10 provides an example of possible categorization options.

Table 10: Service Request Categorization Example

Operational Categorization		
Tier 1	**Tier 2**	**Tier 3**
Service Request	Move	Same Building
		Different Building
	Add/Install	Approved Hardware
		Unapproved/Non-Standard Hardware
	Change Existing	
	Replace/Swap	Improve Utility or Performance
		Lemon – Previous Issues
	Decommission	
	Training/How-To	
	Request New Category	

4.4 Request Prioritization

Service Request prioritization is based upon several components of which one is service level objectives. These objectives must be defined within the specific Service Level Agreement for each request type. Service Level Objectives, once defined, will establish time boundaries that may impact prioritization. The Prioritization sub-process is used to determine the sequence of fulfillment. Before a priority can be assigned, the Urgency and Level of Effort (LOE) required to fulfill the request must be determined. Urgency and LOE are the primary considerations in assigning a priority to the Service Request.

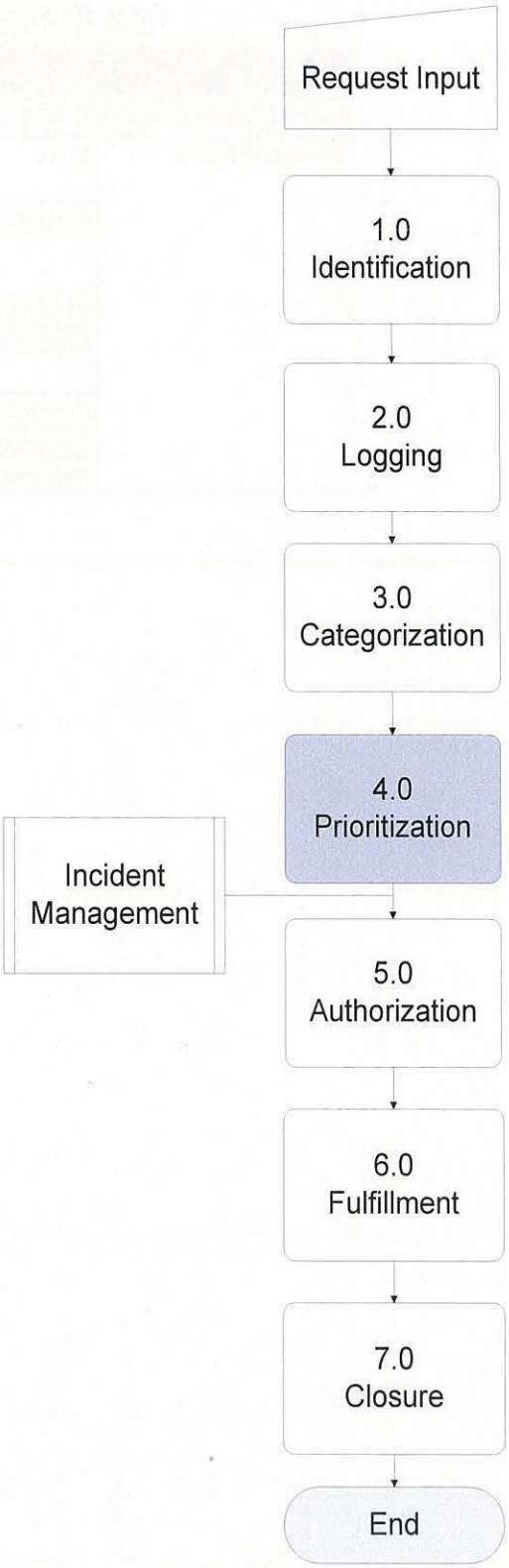
Urgency is defined as the requestor's desired timeframe to fulfill the request and may be elevated after management review. Urgency, within the 4.0 Prioritization activity, is defined as the requestor's desired timeframe to fulfill the request and is composed of three distinct levels (from lowest to highest): Routine, Elevated, and Review. Routine and Elevated can be assigned by the requestor, but Reviewed is the highest level of Urgency and will be assigned after a review by a Request Fulfillment Process Manager.

Other relevant aspects of Urgency to consider include, but are not limited to:

- VIP status of the end requestor of the service
- Time Sensitive – Is a critical deployment or tactical operation underway?
- As greater levels of detail are available for types of requests, then more specific Urgency definitions can be provided for each type of Service Request.

Table 12 provides general guidance for establishing Service Request Urgency at the enterprise level under "normal" operating conditions.

LOE provides a measure for assessing the amount of preparation and work required to fulfill a service request. By determining the LOE required for each request, the appropriate amount of fulfillment resources can be identified. When LOE and Urgency are used to determine the initial priority, applying any contractually required SLAs to the Service Requests



assures the most accurate Priority assignment. The resulting Prioritization for the Service Request may be adjusted based on management review.

Table 13 provides general guidance for identifying the LOE for the Service Request.

The following workflow (Figure 7) depicts the Prioritization sub-process.

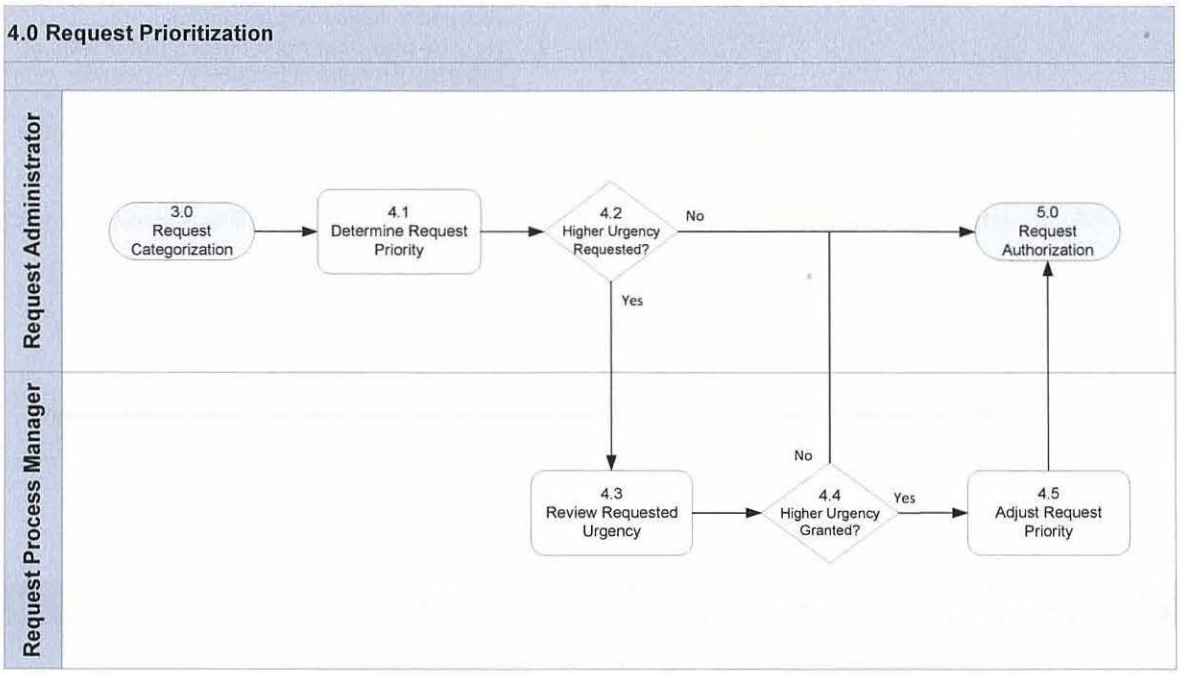


Figure 7: Request Prioritization Sub-Process

Table 11 describes the Logging sub-process steps as depicted in Figure 7.

Table 11: Request Prioritization Sub-Process Descriptions

4.0 Request Prioritization		
Number	**Process Activity**	**Description**
4.1	Determine Request Priority	The Request Administrator utilizes the requestor's input to determine Urgency and the request type. Only Routine and Elevated Urgency are allowed at the point of entry unless the requestor has VIP status. The Request Administrator assigns a Level of Effort status based upon the level designated for the Service Request type as defined within the procedures for that type. An initial Prioritization is derived based upon the Urgency, the LOE, and the VIP status of the requestor.

4.0 Request Prioritization		
Number	**Process Activity**	**Description**
4.2	Higher Urgency Requested?	If the user requests a review for potential higher priority, then the Service Request is sent to an RqF Process Manager for review. 1. Yes: The user requests a higher level of Urgency. Proceed to review request priority. 2. No: The user does not request a higher level of Urgency. Proceed to Request Authorization with the established Priority.
4.3	Review Requested Urgency	The RqF Process Manager reviews the requested higher level of Urgency based upon the request type and requestor's input.
4.4	Higher Urgency Granted?	The RqF Process Manager determines if elevated Urgency is required. 1. Yes: The request proceeds to adjust request priority. 2. No: The request retains its assigned level of Urgency and resulting Priority. The request proceeds to Request Authorization.
4.5	Adjust Request Priority	The request is assigned a higher Urgency and resulting Priority. The request proceeds to Request Authorization.

Table 12: Urgency

RqF Urgency	
Level	**Description**
Reviewed / VIP	o Management approves the additional elevation of the Request Urgency -Or- o The requestor is a VIP and warrants additional elevation of the Request Urgency
Elevated	o The requestor indicates that fulfillment of the Service Request is of greater Urgency -Or- o Operational constraints or requirements indicate that elevated Urgency is required
Routine	The requestor indicates that fulfillment is of routine Urgency

Table 13 provides guidance for establishing the LOE necessary to fulfill a Service Request at the enterprise level, under "normal" operating conditions. The more specific LOE for lower echelons, MITSCs, bases, and commands, is determined at the time of implementation.

Table 13: Level of Effort

RqF Level of Effort	
Level	**Description**
High 72 labor hours or more to complete	o The fulfillment of the request requires a high amount of planning and effort to complete -Or- o The requested service is defined as having a High LOE in the fulfillment procedure
Medium 24 – 72 labor hours to complete	o The fulfillment of the request requires a moderate amount of planning and effort to complete -Or- o The requested service is defined as having a Medium LOE in the fulfillment procedure

RqF Level of Effort	
Level	**Description**
Low 0 – 24 labor hours to complete	○ The fulfillment of the request requires low or no planning and a little effort to complete -Or- ○ The requested service is defined as having a Low LOE in the fulfillment procedure

By evaluating the urgency and LOE, it is possible to assign priority to the Service Request, as shown in Table 14.

Table 14: Priority Matrix

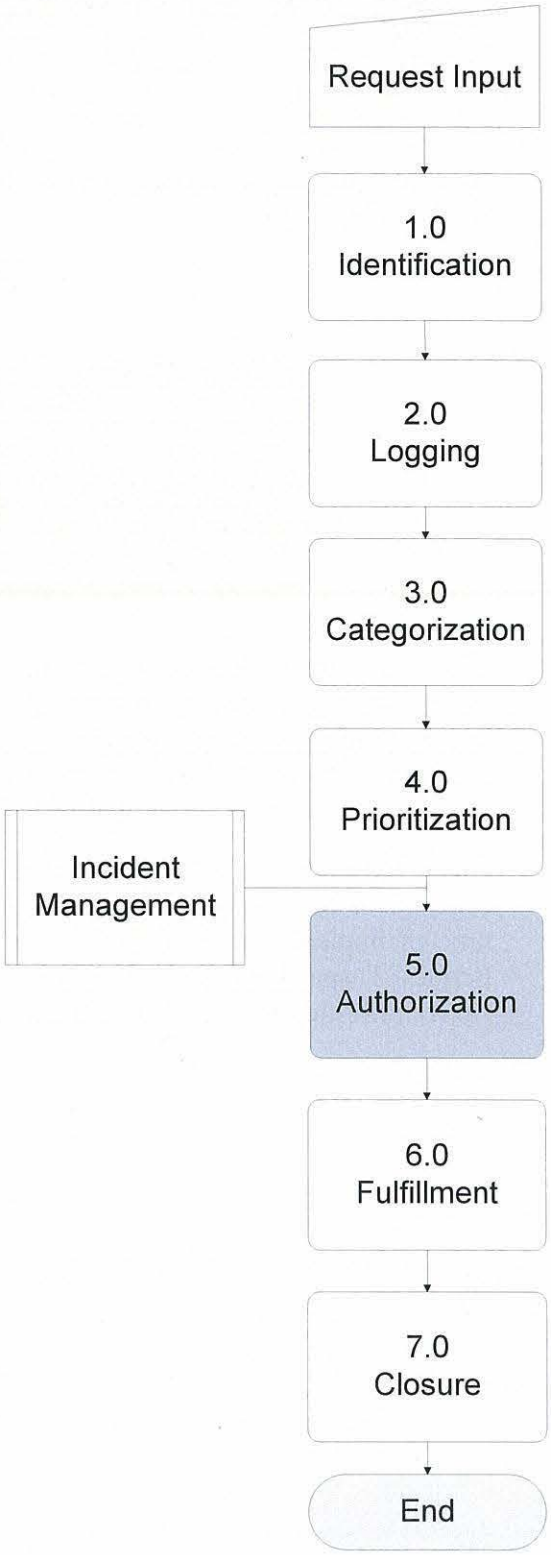
URGENCY	LEVEL OF EFFORT			
		Low 5	Medium 3	High 0
	Reviewed/VIP 15	High 20	High 18	Medium 15
	Elevated 10	High 15	Medium 13	Medium 10
	Routine 0	Low 5	Low 3	Low 0

The request management tool assigns a standard weighting to each combination of urgency and LOE. The overall priority can be adjusted by increasing or decreasing this weighting without having to modify the actual LOE and urgency values. The priority may also be adjusted by the approval authority. This is the appropriate method for adjusting the priority as the actual urgency and LOE should be accurately reflected in the request records.

Given the multitude of variables inherent to USMC operations that can affect LOE, different echelons or commands can have unique LOE and urgency criteria that will be established at the time of implementation. It is the responsibility of Request Fulfillment Process Managers and Request Dispatchers at all levels of the organization, to review incoming Service Requests to ensure priorities are accurately set and to make adjustments when appropriate.

4.5 Request Authorization

Request Authorization is the sub-process that enables appropriate decision making for a specific service request. Many types of service requests require financial, hierarchical, or other organizational approval before the request can be fulfilled. The category of the Service Request and the identity of the requestor are used to determine if authorization is required prior to fulfillment. In those instances, authorization roles are consulted before the request enters the Fulfillment sub-process. Approval requirements for specific Service Requests are pre-defined, documented, and stored with the specific procedures for that request type.



The following workflow (Figure 8) depicts the Request Authorization sub-process.

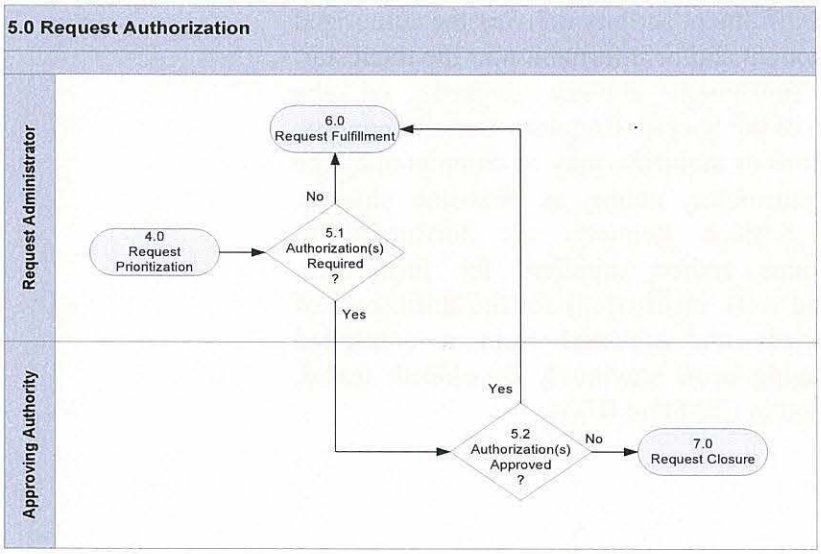


Figure 8: Request Authorization Sub-Process

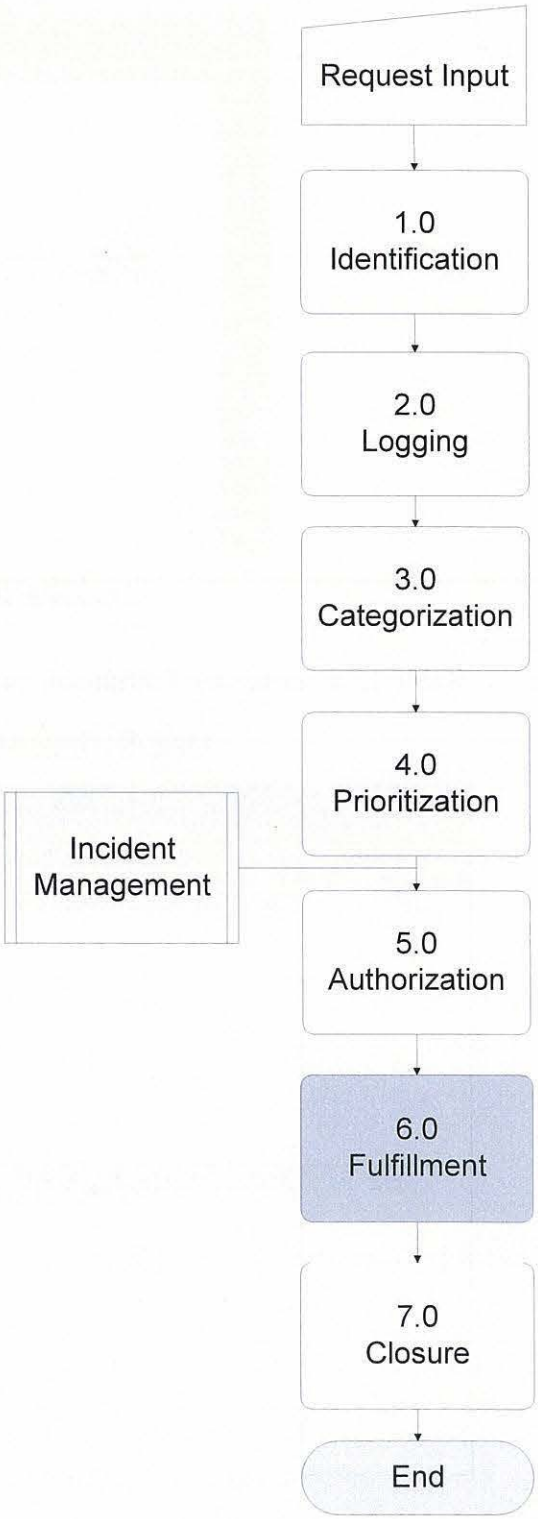
Table 15 describes the Fulfillment sub-process steps as depicted in Figure 8.

Table 15: Request Authorization Sub-Process Descriptions

5.0 Request Authorization		
Number	**Process Activity**	**Description**
5.1	Authorization(s) Required?	The type and categorization of the request as well as the identity of the user is used to determine if authorization is required prior to fulfillment. 1. Yes: If authorization is required, then proceed with routing for approval. Requests requiring authorization are routed to the predefined approving authorities for decision. 2. No: If authorization is not required, then proceed to Request Fulfillment.
5.2	Authorization(s) Approved?	One or more predefined authorities are consulted for decision on authorization to proceed with fulfilling the request. These authorities are defined within the instructions for each request type requiring authorization. 1. Yes: If authorization is granted, then proceed to Request Fulfillment. 2. No: If authorization is not granted, then the request administrator informs the requestor of the denial of the request by the approving authority. The request is routed to Request Closure.

4.6 Request Fulfillment

The Request Fulfillment activity delivers the authorized service, component and/or information to the requestor. The actual fulfillment activity depends on the categorization of the Service Request. Certain requests, such as questions or inquiries, may be completed by the Request Administrator, acting as first-line support, while other Service Requests are forwarded to specialist groups and/or suppliers for fulfillment. Procedures and work instructions for the fulfillment of standard changes are accessed from a controlled repository, having been previously developed, tested, and documented in ChM and RDM.



The following workflow (Figure 9) depicts the Request Fulfillment sub-process.

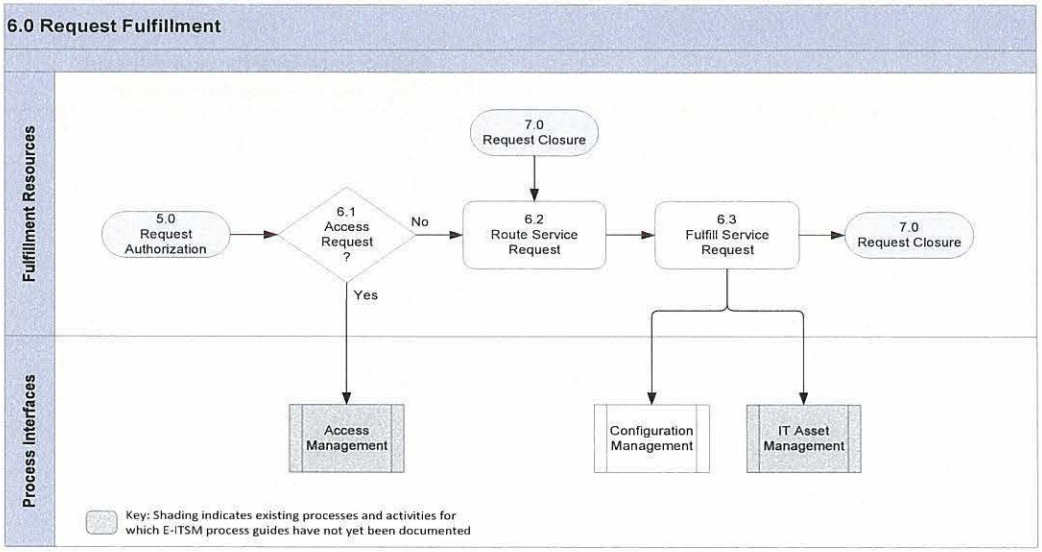


Figure 9: Request Fulfillment Sub-Process

Table 16 describes the Fulfillment sub-process steps as depicted in Figure 9.

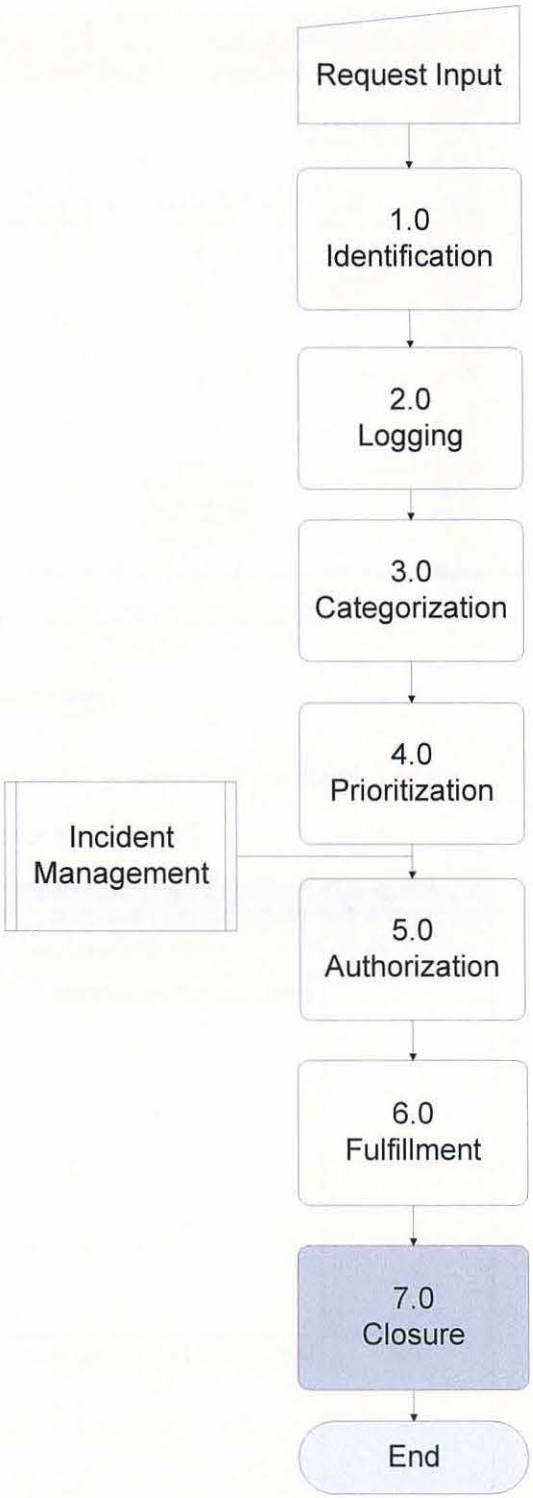
Table 16: Request Fulfillment Sub-Process Descriptions

6.0 Request Fulfillment		
Number	**Process Activity**	**Description**
6.1	Access Request?	Some request types require that Access Management perform Fulfillment activities. The type and categorization of the request are used to determine if the request will be routed to Access Management. 1. Yes: If the inclusion of Access Management is required, then route to the Access Management process. 2. No: If the inclusion of Access Management is not required, then proceed with routing for fulfillment.
6.2	Route Service Request	Service Requests are passed to the predefined fulfillment team for completion.
6.3	Fulfill Service Request	The Request Fulfillment resources complete the request as defined within the procedures related to the request type. If the fulfillment of the request involves adding, modifying, or decommissioning a Configuration Item (through a standard change), then information is provided to Asset Management and Configuration Management. Additionally, the Fulfillment resources: 1. Execute necessary procedures to confirm the Service Request has been resolved. 2. Ensure the applied solution, escalation, transfer and activity information is recorded. 3. Provide Service Request status to the Service

6.0 Request Fulfillment		
Number	**Process Activity**	**Description**
		Catalog interface for user retrieval. 4. Route the Request for Closure.

4.7 Request Closure

The Request Administrator verifies that the Service Request is fulfilled and that the Service Request can be closed. The Service Request is then closed.



The following workflow (Figure 10) depicts the Request Closure sub-process.

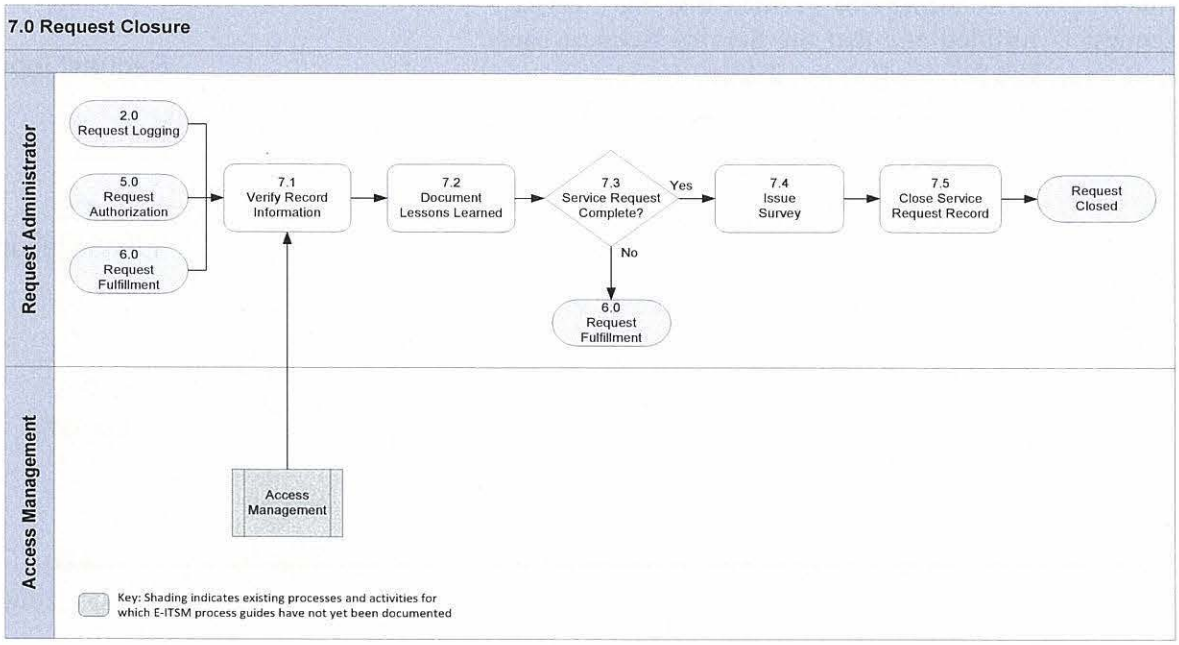


Figure 10: Request Closure Sub-process

Table 17 describes the Logging sub-process steps as depicted in Figure 10.

Table 17: Request Closure Sub-Process Descriptions

7.0 Request Closure		
Number	**Process Activity**	**Description**
7.1	Verify Record Information	The Request Administrator ensures the routing, authorization, and fulfillment procedure information is accurately referenced in the record. Outside AOR records flow in to the Closure sub-process from Logging. Requests denied by approval authorities flow to the Closure sub-process from Authorization. Fulfilled requests flow to the Closure sub-process from Fulfillment. Access requests flow to the Closure sub-process from Access Management.
7.2	Document Lessons Learned	The Request Administrator ensures the fulfillment description, escalation, transfer and activity information is complete on the record. Improvement opportunities identified during the fulfillment of the Service Request are also documented and forwarded to the appropriate Service Owner. Does not apply to an Outside AOR record.
7.3	Service Request Complete?	The Request Administrator verifies with the requestor that the

7.0 Request Closure		
Number	**Process Activity**	**Description**
		Service Request has been completed. Each attempt to reach the requestor is documented in the request record. 1. Yes: If the requestor verifies that the Service Request has been completed, then continue to issue survey. 2. No: If requestor indicates that the request has not been completed, then return to routing for fulfillment. If the requestor has not responded within the timeframe specified for that type of request/service, then proceed to Issue Survey. Does not apply to an Outside AOR record.
7.4	Issue Survey	Issue customer satisfaction survey. Does not apply to an Outside AOR record.
7.5	Close Service Request Record	Close the request record.

Appendix A – ACRONYMS

The official list of E-ITSM acronyms can be found on the Enterprise Information Technology Service Management site (https://eis.usmc.mil/sites/irm/ITSM/default.aspx). The link to the document is referenced below:

https://eis.usmc.mil/sites/irm/ITSM/Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2Firm%2FITSM%2FDocuments%2FE%2DITSM%20Acronym%20List&FolderCTID=0x0120001918760B7D35A5478C0474985E3ACBCD&View={9CD820B3-EF85-4D2C-BD0C-A255AEE9E40D}

Appendix B – GLOSSARY

Term	Definition
Configuration Item	A Configuration Item (CI) is any component that must be managed to deliver an IT Service. Information about each CI is recorded in a Configuration Record within the Configuration Management System (CMS) and is maintained throughout its lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT services, hardware, software, buildings, people and formal documentation such as process documentation and SLAs.
Critical Success Factor	A Critical Success Factor (CSF) is something that must happen or exist for a process to succeed in its operation. The achievement of a CSF's is measured by one or more Key Performance Indicators (KPI) and every KPI should align with a CSF.
Deployment	Deployment is the activity responsible for movement of new or changed hardware, software, documentation, process, etc. to the live environment. Deployment is part of the Release and Deployment Management Process.
Escalation	Escalation is an activity that obtains additional resources when needed to meet service-level targets or customer expectations.
Governance	Governance is the process of ensuring policies and strategy are actually implemented and that required processes are correctly followed. Governance includes defining roles and responsibilities, measuring, and reporting and taking actions to resolve any issues identified.
Key Performance Indicator	A Key Performance Indicator (KPI) is a metric used to help manage a process, IT service, or activity. Many metrics may be measured, but only the most important of these are defined as KPIs and used to actively manage and report on the process, IT service, or activity. KPIs are selected to ensure that efficiency, effectiveness, and cost effectiveness are all managed.
Known Error	A Known Error is a problem that has a documented root cause and a work-around. Known errors are created and managed throughout their lifecycle by Problem Management. Known errors may also be identified by SIE or suppliers.
Marine Corps Information Environment (MCIE)	The MCIE represents the broad domain for all forms of communication. It comprises Marine Corps data, information, knowledge, and the management processes for ensuring their effective distribution and use across the Marine Corps and with mission partners. The MCIE often leverages, but does not always depend upon technology and communications systems to facilitate the flow of data, information, and knowledge across the enterprise. Therefore, the MCIE represents a broad domain within which all communication takes place (e.g., explicit and implicit communications). Within the MCIE data, information, and knowledge is shared, situational understanding is achieved, and decisions are made.
Monitoring	Monitoring is the process of repeated observation of a CI, IT service, or process to detect events and to ensure that the current status is known.
Notification	Notification is a communication that provides information.
Process	A Process is a structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. A process may include any of the roles, responsibilities, tools, and management controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities, and work instructions, if needed.
Quality Assurance	Quality Assurance (QA) is the process responsible for ensuring the quality of a product and also ensuring it will provide its intended value.
Request Fulfillment	Request Fulfillment (RqF) is the process responsible for the management of all requests through their lifecycle. It is also the action of providing for user requests as governed by the RqF process.
Role	A Role refers to a set of connected behaviors or actions that are performed by a person, team, or group in a specific context.

Term	Definition
Service Knowledge Management System	A Service Knowledge Management System (SKMS) is a set of tools and databases used to manage knowledge and information. The SKMS includes the Configuration Management System (CMS) as well as other tools and databases. The SKMS stores, manages, updates, and presents all information that an IT service provider needs to manage the full lifecycle of IT services.
Service Level Agreement	A Service-Level Agreement (SLA) is an agreement between an IT service provider and a customer. The SLA describes the IT service, documents service-level targets, and specifies the responsibilities of the IT service provider and the customer. A single SLA may cover multiple IT services or multiple customers.
Service Request	A Service Request is a request from a user for information, or advice, or for access to an IT service. Many service requests are actually standard changes, which are low-risk, CAB approved and pre-designed/documented change.
Single Point of Contact	A Single Point of Contact (SPOC) is an agreement used to assign a single, consistent way to communicate within an organization or unit. For example, the Service Desk is the SPOC for a service provider.
Standard Change	A pre-approved change that is low risk, relatively common, and follows a procedure or work instruction.
Work Instruction	The Work Instruction is a document containing detailed instructions that specify exactly what steps are followed to carry out an activity. A work instruction contains much more detail than a procedure and is only created if very detailed instructions are needed.

Appendix C – RqF SYSTEM RECORD ATTRIBUTES

The following is a list of suggested fields and attributes for the Enterprise Request Fulfillment tool.

Name	Description	Data Type	Required?	Data Source or Interface
Request Identifier	Unique number or identifier for a specific request record	Text or Number	Y	Auto Assigned
Request Administrator	Individual assigned to manage the specific request through its lifecycle	Text	Y	Auto Assigned - Active Directory or other source of user id and info
Request Name	Standard or short name by which the request can be referred	Text	Y	Service Catalog, drop down list, or data entry
Marine Command Code (MCC)	Marine Corps Command where requestor is assigned	Text	Y	Drop down list
Request Description	Description of request in requestor's context	Text	Y	Service Catalog, drop down list, or data entry
Request User ID	The user id of the requestor	Text	Y	Active Directory or other source of user id and info
Request VIP Indicator	Indicates whether request provides service to VIP or VIP-level service is required	Yes/No	Y	Data entry
Request Date Time	Date and time request is submitted	Date	Y	System generated
Request Status	Status of request	Text	Y	Drop down list
Request Status Date Time	The date and time of the last update to the request status	Date	Y	System generated
Request Type	Indicates the type of request	Text	Y	Service Catalog or drop down list
Request Category Level 1	Top level categorization of the request which will enable proper authorization and routing for fulfillment	Text	Y	Service Catalog or drop down list
Request Category Level 2	Second level categorization of the request which will enable proper authorization and routing for fulfillment	Text	Y	Service Catalog or drop down list dependent on top level choice
Request Category Level 3	Third level categorization of the request which will enable proper authorization and routing for fulfillment	Text	N	Service Catalog or drop down list dependent on second level choice
Request Urgency	How quickly the request needs to be fulfilled based on the requestor's input	Number	Y	Drop down list
Request Level of Effort	The extent of time and resources estimated to fulfill the request	Number	Y	Default based on documented fulfillment procedure – may be overridden by SME
Request Priority	Calculated value based on urgency and level of effort	Number	Y	Calculated - May be overridden by proper authority
Request Acknowledgement Date Time	The date and time the Service Desk must acknowledge receipt of the request based on SLA commitments	Date	Y	Derived from SLA record or assigned a default value
Request Fulfillment Target Date Time	The date and time the request must be fulfilled based on SLA commitments; used to calculate breaches in service level commitments	Date	Y	Derived from SLA record or assigned a default value

Name	Description	Data Type	Required?	Data Source or Interface
Incident Reference	Association of the request record to one or more Incident Records	Text or Number	N	Incident tracking system
Change Reference	Association of the request record to one or more Change Records	Text or Number	N	Change tracking system
Request Set	An identifier allowing multiple requests to be associated with one another to allow grouping of multiple requests related to a common project or initiative	Text or Number	N	Request tracking system
Request Authorizer	Individual who authorizes the specific request (if the requestor does not have sufficient privileges)	Text	N	Active Directory or other source of user id and info
Request Fulfillment Team Assigned	Area or organization assigned to manage the activity related to fulfillment of the specific request. May be updated as the request proceeds through its lifecycle	Text	Y	Default based on documented fulfillment procedure, data entry or drop down list
Request Assignee	Individual assigned to manage the activity related to fulfillment of the specific request. May be updated as the request proceeds through its lifecycle.	Text	Y	Dynamic selection list, Active Directory or other source of user id and info
Request Task Logs	Documentation entered to provide additional information about the request status, progress toward fulfillment, issues, comments, etc.	Text	N	Data entry
Request Survey Issued Indicator	Indicates whether satisfaction survey has been issued for the specific request	Y/N	Y	Data entry
Request Survey Issued Date Time	Date and time the satisfaction survey is issued	Date	Y	System generated
Request Closure Reason Code	Provides additional information as to why a specific request is closed (rejected, unapproved by authority, acknowledged as complete, etc.)	Text	Y	Drop down list
Request Closure Date Time	Date and time the request is closed	Date	Y	System generated
Audit Log	History of all updates to the request record including changes to any field in the record, including user id of individual that made the change and date time of the change	Exact image of complete record	Y	System generated