



Request Fulfillment

Purpose: "...[R]esponsible for managing the lifecycle of all service requests from the users." (SO 4.3.1.1)

Activities: Receive request, log and validate, categorize, prioritize, obtain authorization, review, execute, close (SO 4.3.5)

General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
Vendor Response: (cell expands to accommodate response)	
RF-11-G-001	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
N/A	
Comment:	
RF-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
N/A	
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
RF-11-G-003	Does the tool support designating fields as mandatory?
N/A	
Provide an overview:	
RF-11-G-004	Management Reports Can the tool produce reports from any of the data fields that are held without the need to purchase additional products or consultancy services? E.g. total number of SRs, status of SR, customer satisfaction and back-logs.
20.21	
Provide an overview:	
RF-11-G-005	Does the tool facilitate the production of management reports from historical records?
N/A	
Provide an overview:	
RF-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
N/A	
Describe:	
RF-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
N/A	
Describe:	
RF-11-G-008	Does the tool provide facilities within the tool database for archiving closed records?
N/A	
Describe:	



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Core Criteria Assessment Questions

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Vendor Response: (cell expands to accommodate response)	
RF-11-C-001	RF Record
20.1	Does the tool allow a request record to be raised?
Describe (can include screenshots):	
RF-11-C-002	Service Descriptions
20.7	Can the tool accommodate service descriptions that can be made visible to users when raising a request?
Describe (can include screenshots):	
RF-11-C-003	Security of Services
20.12	Can the tool assist with ensuring that the requester is authorized to access the service being requested and/or that any software requested is licensed?
Describe (can include screenshots):	
RF-11-C-004	RFC Date and Time Stamp
20.2	Does the tool automatically apply the date and time to new/updated records?
Describe (can include screenshots):	
RF-11-C-005	Request Status
20.3	Does the tool provide a field on each record in which to enter the status of the request? E.g., logged, WIP, closed.
Describe (can include screenshots):	
RF-11-C-006	Does the tool automate the rapid recording and categorization of requests?
N/A	For example: a provisioning request, a request for information
Describe (can include screenshots):	
RF-11-C-007	Record Content
20.4	Can the tool accommodate sufficient fields to capture the details of the request? E.g., the service, who's raised the request, who the request will be assigned to, closure details.
Describe (can include screenshots):	
RF-11-C-008	Financial Approval
20.9	Does the tool enable financial approval to be sought and signed-off prior to the request being fulfilled?
Describe (can include screenshots):	
RF-11-C-009	Does the tool have fields to identify Impact, Urgency and Priority based on user-defined factors which can be assigned to Service Request Records?
N/A	
Describe (can include screenshots):	



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Vendor Response: (cell expands to accommodate response)	
RF-11-C-010 20.14	Functional Escalation Does the tool allow responsibility for fulfilling or approving an SR record to be escalated to a more capable or senior fulfilment or approval performer based on pre-established and/or manually overridden conditions? (Such as service level target, operational level target, business priority, support tier)
Describe (can include screenshots):	
RF-11-C-011 20.15	Hierarchic Escalation Does the tool allow accountability for fulfilling or approving an SR record priority to be escalated to a manager or other SLA-defined role over the responsible performer based on pre-established and manually overridden conditions? (Manager notification, supplier notification, business notification)
Describe (can include screenshots):	
RF-11-C-012 20.6	Self Help Requests Does the tool provide the capability to establish self-help access to pre-defined lists of services?
Describe (can include screenshots):	
RF-11-C-013 N/A	Does the tool allow the user view detailed request status of the fulfillment progress?
Describe (can include screenshots):	
RF-11-C-014 N/A	Does the tool allow for matching of new Service Requests to existing Service Requests?
Describe (can include screenshots):	
RF-11-C-015 20.11	Request Fulfilment Does the tool automate the routing of requests to the appropriate person or team for fulfilment of the service? This could include internal and external people, departments or organizations.
Describe (can include screenshots):	
RF-11-C-016 20.5	Request Models Does the tool enable request models to be set up for common requests? E.g., purchase and installation of a new PC, laptop or phone?
Describe (can include screenshots):	
RF-11-C-017 N/A	Does the tool facilitate the creation of business rules and workflows for specific requests or groups of requests in order to automate the process, tasks, notifications, etc.?
Describe (can include screenshots):	



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RF-11-C-018 20.13	Monitoring Request Progress Does the tool enable the monitoring of active requests to support the progress of it through to fulfilment and closure?
Describe (can include screenshots):	
RF-11-C-019 N/A	Does the tool measure ongoing demands for specific services and requests for those services?
Describe (can include screenshots):	
RF-11-C-020 20.16	Closure Categories Can the tool record closure categories?
Describe (can include screenshots):	
RF-11-C-021 N/A	Does the tool facilitate the analysis of Service Requests to identify trends? For example: requests for training after service upgrades, requests for non-standard software
Describe (can include screenshots):	
RF-11-C-022 20.17	Satisfaction Survey Can the tool produce customer satisfaction surveys?
Describe (can include screenshots):	
RF-11-C-023 N/A	How does the tool handle user requests to cancel a submitted request?
Describe (can include screenshots):	
RF-11-C-024 20.22	Rules for Reopening Requests Does the tool support rules for when a service request can be re-opened?
Describe (can include screenshots):	



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Integration Criteria Assessment Questions

PinkVERIFY #	Integration Criterion Assessment Question
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Vendor Response: (cell expands to accommodate response)	
RF-11-I-001	Service Desk Tool Integration
20.18	Can the tool be integrated with the service desk or incident management tool?
Describe (can include screenshots):	
RF-11-I-002	Change Integration
20.8	Does the tool allow a request for change (RFC) to be raised from the RF module?
Describe (can include screenshots):	
RF-11-I-003	Release Integration
20.20	Can the tool be integrated with release & deployment management tools?
Describe (can include screenshots):	
RF-11-I-004	CMS Integration
20.19	Can the tool be integrated with the configuration management system?
Describe (can include screenshots):	
RF-11-I-005	Does the tool integrate with Service Catalog systems or module to support a user opening a Service Request directly from the Service Catalog; and to enable the creation and maintenance the links between Service Request Records and the Service Catalog?
N/A	
Describe (can include screenshots):	
RF-11-I-006	Service Charges
20.10	Does the tool control the process for billing or cross-charging for the request being fulfilled?
Describe (can include screenshots):	
RF-11-I-007	Can the tool automate the recording and reporting of the ongoing costs of Request Fulfillment? For example: by department, by location, against particular cost centers
N/A	
Describe (can include screenshots):	
RF-11-I-008	Does the tool have the ability to link to feeds from other tools and departments to gather information and to provide information? For example: Human Resources, Facilities
N/A	
Describe (can include screenshots):	