



Request Fulfillment V3

Objectives: “To provide a channel for users to request and receive standard services which have a pre-defined approval and qualification process; to provide information to users and customers about available services and procedures for obtaining them; to source and deliver the components of requested services; and to assist with general information, complaints or comments.” (SO 4.3.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
RF-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
RF-V3-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?
Provide an overview description of the tool’s security permissions’ capability, structure and authority basis (e.g.: based on role, organization, location).	
RF-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
RF-V3-G-004 (OGC ISS 20.1.21)	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.
Provide an overview:	
RF-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
RF-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
Describe:	
RF-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
RF-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RF-V3-C-001 (OGC ISS 20.1.1)	RF Record Does the tool allow a Request record to be raised?
Describe (can include screenshots):	
RF-V3-C-002 (OGC ISS 20.1.7)	Service Descriptions Can the tool accommodate Service Descriptions that can be made visible to users when raising a Request?
Describe (can include screenshots):	
RF-V3-C-003 (OGC ISS 20.1.12)	Security Of Services 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-V3-C-004 (OGC ISS 20.1.2)	RFC Date & Time Stamp Does the tool automatically apply the date and time to new/updated records?
Describe (can include screenshots):	
RF-V3-C-005 (OGC ISS 20.1.3)	Request Status 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):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RF-V3-C-006	Does the tool automate the rapid recording and categorization of requests? E.g.: a provisioning request, a request for information.
Describe (can include screenshots):	
RF-V3-C-007 (OGC ISS 20.1.4)	Record Content Can the tool accommodate sufficient fields to capture the details of the Request? E.g.: the service, who has raised the request, who the request will be assigned to, closure details.
Describe (can include screenshots):	
RF-V3-C-008 (OGC ISS 20.1.9)	Financial Approval Does the tool enable financial approval to be sought and signed-off prior to the request being fulfilled?
Describe (can include screenshots):	
RF-V3-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?
Describe (can include screenshots):	
RF-V3-C-010 (OGC ISS 20.1.14)	Functional Escalation Does the tool allow a SR record to be escalated based on pre-established or manually overridden conditions? (Such as service level target, operational level target, business priority, support tier)
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RF-V3-C-011 (OGC ISS 20.1.15)	Hierarchic Escalation Does the tool allow a SR record to be escalated based on pre-establish or manually overridden conditions? (Manager notification, supplier notification, business notification)
Describe (can include screenshots):	
RF-V3-C-012 (OGC ISS 20.1.6)	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-V3-C-013	Does the tool allow the user to view detailed request status of the fulfillment progress?
Describe (can include screenshots):	
RF-V3-C-014	Does the tool allow for matching of new Service Requests to existing Service Requests?
Describe (can include screenshots):	
RF-V3-C-015 (OGC ISS 20.1.11)	Request Fulfillment Does the tool automate the routing of Requests to the appropriate person or team for fulfillment of the service? This could include internal and external people, departments or organizations.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RF-V3-C-016 (OGC ISS 20.1.5)	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-V3-C-017	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):	
RF-V3-C-018 (OGC ISS 20.1.13)	Monitoring Request Progress Does the tool enable the monitoring of active requests to support the progress of it through to fulfillment and closure?
Describe (can include screenshots):	
RF-V3-C-019	Does the tool measure ongoing demands for specific services and requests for those services?
Describe (can include screenshots):	
RF-V3-C-020 (OGC ISS 20.1.16)	Closure Categories Can the tool record closure categories?
Describe (can include screenshots):	
RF-V3-C-021	Does the tool facilitate the analysis of Service Requests to identify trends? E.g.: requests for training after service upgrades, requests for non-standard software.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
RF-V3-C-022 (OGC ISS 20.1.17)	Satisfaction Survey Can the tool produce customer satisfaction surveys?
Describe (can include screenshots):	
RF-V3-C-023	How does the tool handle user requests to cancel a submitted request?
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
RF-V3-I-001 (OGC ISS 20.1.18)	Service Desk Tool Integration Can the tool be integrated with the Service Desk or Incident Management tool?
Describe (can include screenshots):	
RF-V3-I-002 (OGC ISS 20.1.8)	Change Integration Does the tool allow a Request for Change (RFC) to be raised from the RF module?
Describe (can include screenshots):	
RF-V3-I-003 (OGC ISS 20.1.20)	Release Integration Can the tool be integrated with Release & Deployment Management tools?
Describe (can include screenshots):	
RF-V3-I-004 (OGC ISS 20.1.19)	CMS Integration Can the tool be integrated with the Configuration Management System?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
RF-V3-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?
Describe (can include screenshots):	
RF-V3-I-006 (OGC ISS 20.1.10)	Service Charges Does the tool control the process for billing or cross-charging for the request being fulfilled?
Describe (can include screenshots):	
RF-V3-I-007	Can the tool automate the recording and reporting of the ongoing costs of Request Fulfillment? E.g.: by department, by location, against particular cost centers
Describe (can include screenshots):	
RF-V3-I-008	Does the tool have the ability to link to feeds from other tools and departments to gather information and to provide information? E.g.: Human Resources, Facilities
Describe (can include screenshots):	