Request Fulfillment PinkVERIFY™

REQUEST	General Criteria
RF-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? --
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? --
RF-11-G-003	Does the tool support designating fields as mandatory? --
RF-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? --
RF-11-G-005	Does the tool facilitate the production of management reports from historical records? --
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 --
RF-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? --
RF-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? --

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REQUEST	Core Criteria
RF-11-C-001	Does the tool facilitate the creation of Service Request Records which have unique identifier and number for each Service Request Record? ---
RF-11-C-002	Does the tool provide a pre-defined list of services and descriptions which can be requested by the users? ---
RF-11-C-003	Does the tool provide the requestor with an entitlement-based view of the services they are authorized to request? For example: authorized to have access to the requested service, authorized to request licensed software ---
RF-11-C-004	Does the tool automate the date and time of the request registration and all updates throughout the lifecycle of the Service Request Record? ---
RF-11-C-005	Does the Service Request Record have a field to indicate and track the status of the request? For example: Open, Assigned, Pending, Completed, Closed ---
RF-11-C-006	Does the tool automate the rapid recording and categorization of requests? For example: a provisioning request, a request for information ---
RF-11-C-007	Does Service Request Record have a field or fields to document the details of the request? For example: request initiator and contact information, service requested and description, activities ---
RF-11-C-008	Does the tool automate request routing for appropriate authorizations and approvals? For example: Financial, Security ---

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REQUEST	Core Criteria
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? ---
RF-11-C-010	Does the tool have the ability to notify and functionally escalate (assign) a Service Request to an individual or support group based on pre-defined parameters, thresholds or manual override conditions? For example: category (service – component and activity required), response and activity service levels ---
RF-11-C-011	Does the tool have the ability to notify and hierarchically escalate an incident to an individual or group based on pre-defined parameters, thresholds or manual override conditions? For example: response and resolution service levels in jeopardy of breaching Does the tool facilitate configurable thresholds for automated escalation? ---
RF-11-C-012	Does the tool have a self-service interface, making it easy for users to find services and order from a standard 'menu' of pre-defined service options? ---
RF-11-C-013	Does the tool allow the user view detailed request status of the fulfillment progress? ---
RF-11-C-014	Does the tool allow for matching of new Service Requests to existing Service Requests? ---
RF-11-C-015	Does the tool support the automated alerting, routing and coordination of Service Requests to designated support staff or groups? For example: the Service Desk, Network Operations, Desktop Support, Suppliers ---

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REQUEST	Core Criteria
RF-11-C-016	Does the tool facilitate the ability to create simple to complex request workflows through sequential and parallel tasking? For example: activities and approvals to order and install a new desktop; activities and approvals to set up desktop, phone, and access for a new employee ---
RF-11-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.? ---
RF-11-C-018	Does the tool facilitate the monitoring and tracking of service request activities from opening through fulfillment to closure? For example: tracking progress against established service levels ---
RF-11-C-019	Does the tool measure ongoing demands for specific services and requests for those services? ---
RF-11-C-020	Does the Service Record have a field or fields to record a service request closure category? ---
RF-11-C-021	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 ---
RF-11-C-022	Does the tool facilitate gathering customer feedback and / or rating of IT service provisioning? For example: sending customer satisfaction surveys or feedback request emails after the closing of a Service Request Record ---
RF-11-C-023	How does the tool handle user requests to cancel a submitted request? ---

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REQUEST	Core Criteria
RF-11-C-024	Does the tool apply rules controlling the re-opening a Service Request? ---

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REQUEST	Integration Criteria
RF-11-I-001	Does the tool integrate with Incident Management to enable the rapid opening of a Incident Record from a Service Request Record, and to enable the creation and maintenance of the linked relationships between the Service Request Record and associated Incident Record(s)? ---
RF-11-I-002	Does the tool integrate with Change Management to enable the rapid opening of a Change Record from a Service Request Record, and to enable the creation and maintenance of the linked relationships between the Service Request Record and associated Change Record(s)? ---
RF-11-I-003	Does the tool integrate with Release and Deployment Management or have the capability of integrating with Release and Deployment Management tools or systems to enable the creation and maintenance of the linked relationship between a new or enhanced Service being requested (Service Request Record) and the release and deployment activities required to deliver the service? ---
RF-11-I-004	Does the tool integrate with the Configuration Management System (CMS) and CMDB to support the association of Request records to CI records? ---
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? ---
RF-11-I-006	Does the tool facilitate billing or charging for services requested and fulfilled? For example: request created to automate a billing statement or invoice either directly or through an integration with a financial module or system ---
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 ---

REQUEST	Integration Criteria
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 ---