

IT Request Fulfilment In a Box

Why would I need Request Fulfilment?

IT departments are inundated with change requests from all areas of the business based on both service and technology requirements. Many of these change requests can be standardised into repeatable processes and related to IT services to create Service Requests allowing efficiencies to be gained in delivery time, customer satisfaction and supplier management and a net improvement on costs.



What are the effects of not having Request Fulfilment processes?

Non structured Request Fulfilment processes result in missed SLA's for delivery of standard change, or even no SLA's being set for what should be an easy IT deliverable to the business.

Full change requests are usually managed with an eye on costs but many of the smaller "business as usual" changes are never costed but taken a considerable percentage of IT revenue to deliver.

Missing structure to changes requiring supplier input, such as new equipment provision, make it difficult to assess supplier performance and can negatively affect the business perception of IT.

Time management and recording is difficult to achieve without standardised changes being understood in terms of how long it should take if working efficiently.

The majority of industry service desk toolsets have self-service functionality that is not effectively utilised without the common business requests being defined and easily accessible through this interface.

What is Request Fulfilment In a Box?

A pre-packaged consultancy solution to define the core Service Request processes to allow business users to request IT services in an efficient and quantifiable manner. As a pre-packaged product it provides a fixed cost with no variables or hidden costs.

How is it achieved?

Request Fulfilment In a Box is provided through a series of structured facilitated workshops, working with Service Desk and IT representatives & utilising pre-defined operational process map we assist in the identification, development, auditing and adoption of Service Requests to manage standardised IT change.

Why is this approach different to traditional consultancy?

We start with templated workshop and Service Catalogue material that we have developed for a number of other implementations and which expedites the process and provides costs saving our customers benefit from. During the course of this package we ensure that the attendees of the workshops have a good understanding of the development process so that after the initial IT Service Catalogue has been developed the necessary skills are available within the client to continue the development into an organisational wide set of service offerings. Again this ensures our customers can manage the Service catalogue internally thus avoiding any additional costs.

Building an IT Service Catalogue doesn't need to be complex

There is a lot of press around Service Catalogues and the level of complexity required to accurately map out the services and create cost models. Based on our experience of pragmatic implementation of ITIL and supporting toolsets we have developed a fast track delivery mechanism for identifying and developing the IT Services on which the business based services can be built. This dispels the myths around ITIL complexity and illustrates it does not need to require long drawn out expensive projects to achieve success in a rapid timeframe.

How much time will it take to deliver Request Fulfilment In a Box?

Typically our consultants can deliver within a 6 week period totalling approximately 20 days. Every effort is made to ensure disruption to operation is kept to a minimum with a small number of workshops required.

How much does it cost?

£14,995.00 + expenses

Is the price guaranteed?

Yes IT Request Fulfilment In a Box is a fixed priced product. Typical deliverables include 15 to 20 processes documented, associated policies and procedures and communicated to the IT department with support to implement into a supporting toolset for live operation.

Existing Customers

Gleeds Construction
Plymouth City Council
Renfrewshire Council
Chelsea & Westminster NHS Trust

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