

Document: Service Request

The Service Request template is used to identify small work efforts. These types of requests could be small projects or enhancements. This template is used to ensure that the work is properly defined and that it is properly approved and prioritized. Because the work effort is small, the level of planning required is much less fastidious than what is specified in the Abbreviated Project Definition (for medium-sized projects) or a full Project Definition (for large projects). Although the information requirements of the Service Request is not extensive, the document still serves as a contract between IT and the business client regarding the work that has been requested and what the client and IT expectations are.

The Service Request form is normally initiated by the business customer, who completes the top section and gives the form to the IT workload manager. The workload manager completes the second section, noting when the request was received, what skills are needed to satisfy the request, who the work is assigned to, and an estimate of the work effort, cost, and duration of the request. This information is given back to the client and approved before the work effort is begun. When the work effort has been completed, the client signifies that the work can be moved to production, as well as approves when the work is stable and formally completed.

Service Request

This section to be completed by the requestor.

Service Request Number:

Date Submitted:

Priority (H/M/L):

Requestor Name:

Project/Application Name:

Scope Statement/Description of Request:

Reason for Request/Business Benefit:

This section to be completed by the workload manager.

Assigned To:

Date Assigned:

Skills Needed:

Estimated Effort Hours, Cost, and Duration:

Comments:

Approval Section

Customer Approval to Begin Work:	Date:
Customer Approval to Move Work to Production Status:	Date:
Customer Approval That Work Has Been Successfully Completed:	Date: