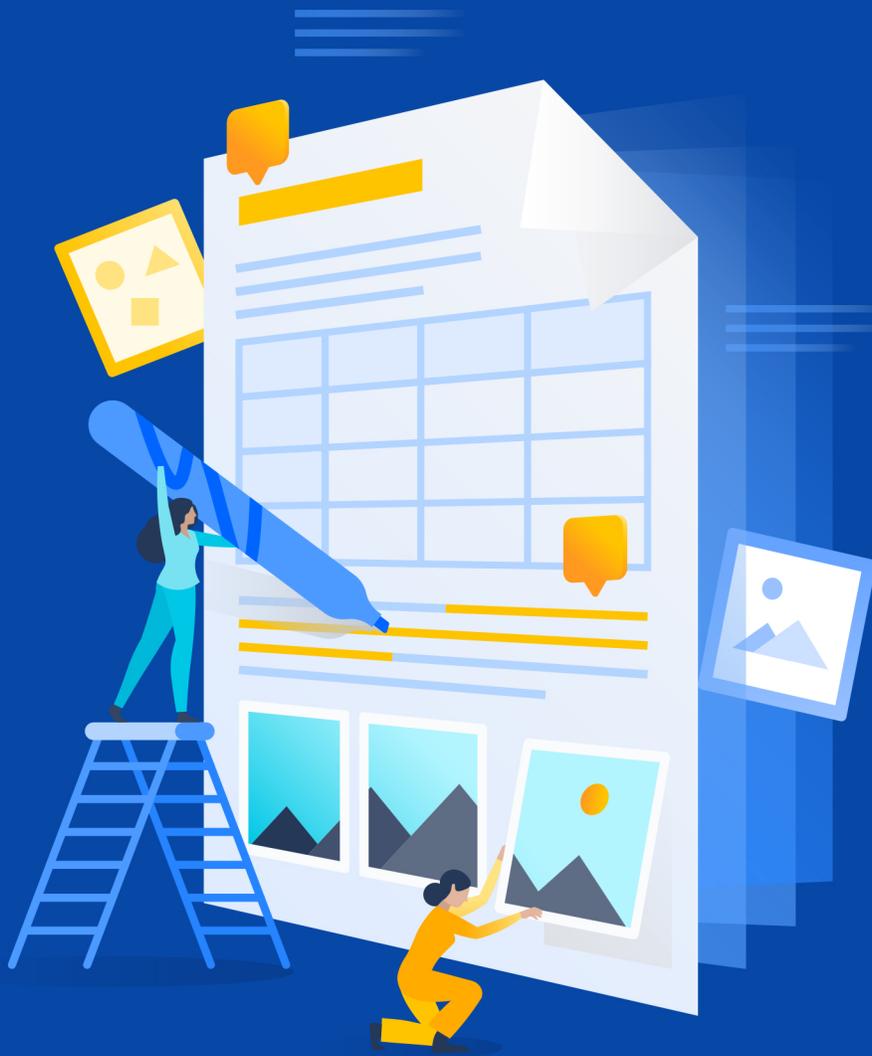


# ITSM simplified: Service request management



We'll take a look at how both your asset and configuration management data can be valuable in supporting other ITSM practices such as requests, portfolio, change, incident, and knowledge management. These aren't the only areas of ITSM that ITAM and service configuration management can help with but they're the most common.

- i** We'll focus primarily on IT asset management and service configuration management but remember that these principles can be applied to other enterprise service management areas such as HR, facilities, legal, marketing, and many more.

## Service request management

Whether it's a request from a team member or from an external customer, service requests need to be handled quickly, and efficiently.

- i** What is request management?

**Request management** practices help organizations standardize the way they respond, coordinate, and fulfill support requests.

- **Request fulfillment** is the process of resolving a customer's service request and refers to managing the entire lifecycle of all service requests.
- The **service desk** provides the primary contact point with IT, where customers ask for help or request services.

## How does ITAM and service configuration management help service request management?

Firstly, requestors can link particular assets/CIs to their service desk requests, giving the agents context about what's wrong. As your CMDB changes, the available items for linking to issues will change too.

Service desks can also be configured to only show the assets or CIs that belong, or are accessible to, the requester in the case of technical support. So now the agent instantly knows all the details about the laptop or service in question when they get a 'broken laptop' or 'can't log in' issue come through.

Secondly, it can help with the routing of support requests for faster responses. Based on the linked assets/CIs, automation rules can be used to send the issue to the correct team that is responsible. For example, if an issue with a business service is reported by a customer, the agent can immediately see who is responsible for that service.

The screenshot displays a service request card. At the top, it says 'Service request' with a blue speech bubble icon and a blue 'IN PROGRESS' button. Below this, there are three grey buttons: 'HARDWARE', 'FAILURE', and 'Customer's equipment'. The main content area shows 'MacBook-001' with the following details:

Model	MacBook Pro 2018 32GB
Status	<b>BROKEN</b>
Stock status	<b>IN SERVICE</b>

Linking assets and CIs to issues also helps with reporting. Now you have an additional dimension to report on your issues with and answer questions such as:

- How many requests for this specific software did I get last quarter?
- What services are customers struggling most with?
- How many new laptops were issued and why?
- Which asset related requests take longest to resolve and why?

Finding problems and bottlenecks with your request fulfilment is the first step to solving them and improving customer satisfaction.



### Tips & advice

Making sure you have all the relevant assets and CIs available from your CMDB, and therefore service desk, is key. For customer support, integrate your CMDB with relevant third party tools to ensure you have all your users and devices. For example, with most CMDBs you can connect to tools like Active Directory, Jamf, and SCCM to import relevant information.

You can also use a network scanner. Most CMDB vendors supply network scanners that pick up user hardware and other equipment that may need to be linked to service requests such as printers, routers etc. These are then brought into the CMDB for usage in whatever processes you need them to be. A scanning and synchronization schedule can be set up to keep everything updated.

Another key tip is ensuring you set up a method of communication between you service desk and CMDB. So for example, if a broken

laptop issue comes in, it's easier for the agent to set the status of that laptop to "ready for disposal" in the issue itself, rather than confirming it with the customer and having to remember to go back into the CMDB to update the status manually. Many CMDBs can be integrated with service desks and offer automation rules so information added to the issue can be easily reflected in the CMDB.

Finally, utilize automations where you can. For example, when you get a service request for a new cloud software subscription. Automations can be used to look up the requestor's information, assign the subscription license to their user profile or device, and increment the license count to reflect a license was issued. Implementing these types of automation rules delivers greater value to your customers and saves significant amounts of time for the IT support staff.