

| | |
|--|------------------------------|
| Title: UCF IT Service Request Fulfillment Policy & Procedure | Effective: 10/26/2018 |
| | Revised: 04/01/2020 |
| Approved By: Michael Sink, Associate VP & COO, UCF IT | Page 1 of 11 |

| Revision History | | | |
|----------------------------|-------------|-------------|--|
| Revision (Rev) | Date of Rev | Owner | Summary of Changes |
| Section III; UCF IT | 03/21/2019 | Scott Baron | Revised UCF IT definition as of March 2019 |
| Section III; UCF IT | 11/12/2019 | Scott Baron | Revised UCF IT definition as of October 2019 |
| Section VI. B | 11/12/2019 | Scott Baron | Updated “Awaiting Requester Confirmation” and “Closed Complete” (Scenario 2) definitions with new reopen button/portal process |
| Section VI. B | 11/12/2019 | Scott Baron | Added new Pending codes “Change Freeze” & “Awaiting Administrative Time” |
| Section VIII. Appendix; A. | 04/01/2020 | Scott Baron | Added new section; UCF IT Service Offerings – Service and Operational Level Targets. Revised particular sections of document impacted by new appendix section. |

| | | |
|-------|---|----|
| I. | DOCUMENT CONTROL AND APPROVALS | 1 |
| II. | OBJECTIVES | 2 |
| III. | DEFINITIONS | 2 |
| IV. | SCOPE | 3 |
| V. | POLICY | 4 |
| VI. | PROCEDURES..... | 5 |
| | A. Service Desk Ticket Registration..... | 5 |
| | B. States – Requested Item and Task State Codes/Stopping the SLA Clock | 5 |
| | C. Requested Item Cancelation – Task Pending Code of Awaiting Requester Info..... | 9 |
| VII. | ADDITIONAL CONSIDERATIONS | 10 |
| VIII. | APPENDIX | 10 |
| | A. UCF IT Service Offerings* - Service and Operational Level Targets | 10 |

I. DOCUMENT CONTROL AND APPROVALS

This document is authored, managed and governed by UCF IT Strategy and Planning. Final published versions have been approved by the UCF IT AVP & COO and ITSM Governance Committee members. No other parties have the authority to modify or distribute a modified copy of this document. For any questions related to the content of this document, please contact the UCF IT Performance and Service Management department.

II. OBJECTIVES

This document is intended to define and describe a consistent service request fulfillment process that aims to improve UCF IT service quality. The service request fulfillment process provides a channel for UCF IT consumers to request and receive active UCF IT services. The process needed to fulfill a service request will vary depending upon what is being requested. The request fulfillment processes and procedures will enable IT staff to monitor and fulfill service requests quickly, consistently and efficiently.

The objectives of the UCF IT Service Request Fulfillment process are to:

- Provide a simple means for the university to receive standard services for which a pre-defined approval and workflow process exists
- Provide customers with a single source of information regarding the UCF IT services available and how to obtain them

III. DEFINITIONS

Service Request: Request (defined as a Class Name = “Requested Item” within ServiceNow) from a customer for creating, modifying, adding, moving, or removing some or all service functionality, access, or infrastructure components. Referred to as a “catalog item” within ServiceNow.

Service Catalog: The service catalog is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the university; and supporting services required by the service provider to deliver customer-facing services.

Service Level Agreement (SLA): An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets (SLTs), and specifies the responsibilities of the IT service provider and the customer.

Service Level Target (SLT): A commitment that is documented in a service level agreement. Service level targets are based on service level requirements and are needed to ensure that the IT service is able to meet business objectives. They should be SMART (Specific, Measurable, Attainable, Realistic and Time Bound) and are usually based on key performance indicators (KPIs).

Operational Level Agreement (OLA): An agreement between an IT service provider and another part of the same organization. It supports the IT service provider’s delivery of IT services to customers and defines the good or services to be provided and the responsibilities of both parties.

New “Call”: A customer contact recorded by the UCF IT Service Desk. If the contact is an incident or service request, then the agent transfers the information by creating another record to the applicable incident or requested item table.

Ad-hoc Task: A manual (stand-alone) task created on the service request that is not tied to the predefined catalog task workflow. NOTE: Setting an ad-hoc task to one of the cancel request states will not affect the requested item state. Only catalog tasks driven off the workflow can cancel a requested item.

Catalog Task: A task generated by predefined workflow activity.

Requested For: The field within ServiceNow that identifies the individual requesting assistance. This is the customer of the service request.

Opened By: The field within ServiceNow that identifies the individual that actually creates (submits) the ticket.

Work Notes: A field within ServiceNow used to document activities associated with the service request. This field is internally facing to ServiceNow fulfillers.

Activity Log: A field within ServiceNow that is systematically logged which captures all activities of a ticket such as email notifications sent, work notes updates, additional comments added or changes to any fields.

IT Service Management (ITSM) application: This is the application (ServiceNow) used by UCF IT to record incidents, problems, service requests and changes.

UCF IT (as of October 2019): College of Arts and Humanities, College of Business Administration, College of Community Innovation and Education, College of Health Professions and Sciences, College of Sciences, Student Development and Enrollment Services, Digital Learning, College of Undergraduate Studies, Office of Instructional Resources, UCF Connect, University Libraries, Human Resources, UCF Foundation, Student Health Services

Information Technology Infrastructure Library (ITIL): A set of best practice publications for IT service management. Owned by the Cabinet Office (part of HM Government), ITIL gives guidance on the provision of quality IT services and the processes, functions and other capabilities needed to support them.

IV. SCOPE

The process of handling each type of service request can be broken down into a set of well-defined activities and can be documented as a process flow (known as workflows). The workflows are all built and stored within the ServiceNow catalog item repository.

When defining service request workflows, the service provider should consider the following points:

- **Who will handle the request?** - Defines individuals or teams who are responsible for the request fulfillment.
- **How is the service delivered?** - Defines the process of service delivery.
- **How quickly will the service request be fulfilled?** - Reflects the defined SLA or time window (SLT). Reference Appendix A. for UCF IT Service and Operational Level Targets per each active UCF IT service offering.

The UCF IT Service Request Fulfillment Process WILL cover:

- Service requests associated with active UCF IT services in the service catalog
- Service Level Agreements/Targets and Operational Level Agreements/Targets
 - Continuing to baseline average times to fulfillment across active UCF IT service offerings. Service and Operational Level Targets can be modified and will be added and documented within Appendix A.

The UCF IT Service Request Fulfillment Process WILL NOT cover (at this time):

- Non-UCF IT service offerings
- Systematically prioritizing service requests (e.g. Incident Management VIP's)
- Change requests addressed by the UCF IT Change Management process
- Knowledge requests addressed by the UCF IT Knowledge Management process

V. POLICY

UCF IT staff members will record and document within the ITSM application (ServiceNow) ALL customer requests for assistance in regard to service requests. UCF IT staff members will follow the UCF IT Service Request Fulfillment procedures to review, follow-up and fulfill these ticket types in a timely manner. The work notes should be updated routinely (when applicable). All in-scope activity will follow the process defined by this document.

The UCF IT Support Center is the primary point of contact for all customers and will be available by multiple methods, including Web, Email or Telephone to facilitate incident or service request submissions.

- Web – via self-service portal page: <https://ucf.service-now.com/ucfit>
- Email – itsupport@ucf.edu
- Telephone – 407-823-5117

Requests for service fulfillment will be recorded as requested items in the ITSM application (ServiceNow) and will be subject to measurement and reporting.

VI. PROCEDURES

A. Service Desk Ticket Registration

There are currently three ways for a customer to contact the UCF IT Support Center and request assistance:

- *Web (Self-Service Portal Page)*
A UCF IT Support Center agent creates and triages (if applicable) the web request (either an incident or service request) from the “new call” queue

OR

The customer directly submits a service request through the service catalog, which is systematically triaged to the service owner

- *Email* – A UCF IT Support Center agent converts the email request (if applicable) into a ServiceNow ticket (either an incident or service request)
- *Telephone* – A UCF IT Support Center agent captures all required information and creates (if applicable) a ServiceNow ticket (either an incident or service request)

The customer is sent an automated acknowledgement email when the ticket is created within ServiceNow.

B. States – Requested Item and Task State Codes/Stopping the SLA Clock

There are six requested item state codes that are/may be reflected during the lifecycle of a service request (from create to fulfillment). The requested item state codes are driven off the related workflow tasks and their represented/selected states.

NOTE: The requested item states are read-only fields within ServiceNow.

The state codes for both requested items and tasks are defined below and reflect when the “SLA” clock is running or stopped.

NOTE: The current service and operational level targets determined by UCF IT service providers are identified within Appendix A. The UCF IT service providers have agreed to fulfill the active service offering(s) on an average basis against the targets identified. These targets are variable and are subject to change. The targets identified in Appendix A. are business days and account for total time elapsed when the SLA clock is running.

Requested Item States:

| State | Status |
|---------------------------------|--|
| Open | Logged (start the clock). Work to fulfill request has not begun |
| Work In Progress | A related task has begun/In progress (SLA clock running) |
| Pending | ALL related opened tasks are pending (stops the clock) |
| Awaiting Requester Confirmation | Final workflow task completed (stops the clock). Customer able to reopen within three business days |
| Closed Complete | Auto-close/Process owner involvement |
| Canceled | Unable to reach customer, service request no longer required per confirmation from customer, remove duplicate ticket(s) or incorrect catalog item that needs to be resubmitted or converted to an incident |

- Open - The requested item is created within ServiceNow and the approval process has started (if applicable). Work to fulfill the request has not begun.
 - The SLA clock starts.
- Work In Progress – Work to fulfill the requested item has begun or is in progress. All approvals have been completed (outside of mid-workflow approvals) and at least one related task has been set to a “Work In Progress” State.
 - The SLA clock IS running.
- Pending – The requested item is awaiting a pending action outside of UCF IT’s control, a change freeze is in effect or per University/UCF IT directive, normal operations conclude earlier than normal business hours due to planned or unplanned events. The pending state will systematically set when one (if sole related task) or ALL related tasks are in a pending state.
 - The SLA clock is paused and IS NOT running.
- Awaiting Requester Confirmation – Following the last task of the requested item workflow being completed, the requested item state will systematically set to “Awaiting Requester Confirmation”. The customer will have the option to reopen their request through email or the self-service portal (a systematic email with a Reopen Ticket! button is sent when the requested item state changes to “Awaiting Requester Confirmation” or a Reopen Ticket! button appears within the self-service portal when the requested item state changes to “Awaiting Requester Confirmation”).
 - The SLA clock is paused and IS NOT running.

NOTE: If an ad-hoc task has been created on the requested item and is not closed before the last task of the requested item workflow, then the ad-hoc task will systematically close to prevent tasks from remaining opened after the requested item is deemed complete. This ServiceNow system action takes place before the requested item state changes to “Awaiting Requester Confirmation”.

An ad-hoc task cannot be created after the state of the requested item changes to “Awaiting Requester Confirmation”.

- **Closed Complete** – The requested item has been fulfilled to customer satisfaction.
 - The closed complete state is systematically set following these two scenarios:
 - **Scenario 1:** The requested item auto-closes in three business days.
 - **Scenario 2:** The customer indicates their service request was not fulfilled to their satisfaction by choosing to reopen their request through email or the self-service portal (a systematic email with a Reopen Ticket! button is sent when the requested item state changes to “Awaiting Requester Confirmation” or a Reopen Ticket! button appears within the self-service portal when the requested item state changes to “Awaiting Requester Confirmation”).

Following the customer confirmed reopen, the process owner of the catalog item will be notified and assigned a task indicating that customer action is required. The newly assigned task will set to an Open state and the SLA clock will start again (requested item state will set back to Work In Progress).

Once the process owner ensures the request has been fulfilled to customer satisfaction, they will close complete the task, which will close complete the requested item.
- **Canceled** – The requested item is no longer required. The assignee of one of the opened requested item related task(s) concludes the request is no longer required to be fulfilled (either unable to contact customer for more information, customer indicates they no longer require the service, cancel a duplicate ticket(s) or cancel an incorrect catalog item that needs to be resubmitted or converted to an incident).

Task States

There are seven task state codes. Only six task state codes can be selected during the lifecycle of a service request. When a task is spawned from the requested item, the state defaults to Open.

| State | Status |
|--------------------------------------|---|
| Open (defaults – cannot be selected) | Work to fulfill the task has not begun |
| Work In Progress | Work to fulfill the task has begun |
| Pending | Pending action outside of UCF IT control, change freeze in effect or applicable Admin Time (see Pending Code definitions below) |
| Closed Complete | Task fulfilled/completed |
| Closed Skipped | Task no longer required or applicable |
| Cancel Request - No Response | Service request no longer required due to not being able to reach customer |

| | |
|---------------------------|---|
| Cancel Request - Customer | Service request no longer required per confirmation from customer, remove duplicate ticket(s) or incorrect catalog item that needs to be resubmitted/converted to an incident |
|---------------------------|---|

- Open - Work to fulfill the task has not begun. Once a task assignee moves a task into “Work In Progress”, the task state of Open will no longer be able to be selected.
- Work In Progress – Work to fulfill the task has begun.
- Pending – A task can ONLY be put into a pending state if one of the six pending codes below are applicable.

NOTE: The task assignee will be required to complete a pending code selection and reason on why the task is in a pending state.

Pending Codes:

- Awaiting Requester Info – If the task assignee requires additional information from the customer to proceed with the task. Once the required information is received from the customer, the task should be placed back into a “Work In Progress” state (if applicable) by the task assignee.
- Awaiting Business Decision Outside of UCF IT Control – If a decision to move forward and complete the task is pending a business decision to be made that is outside of UCF IT’s control. Once the decision is made, the task should be placed back into a “Work In Progress” state (if applicable) by the task assignee.
- Awaiting Vendor – If a task is dependent on third-party vendor action. Once the vendor takes action, then the task should be placed back into a “Work In Progress” state (if applicable) by the task assignee.
- Awaiting Requester Fulfillment Date – If the requested item has been created proactively and work cannot start on a task until a future date approaches. Once the future fulfillment date arrives, the task assignee should place the task into a “Work In Progress” state (if applicable).
- Awaiting Administrative Time – Per University or UCF IT directive, normal operations conclude earlier than normal business hours due to planned or unplanned events (i.e. weekday home football game, UCF IT department wide events (picnics, sporting events), unplanned campus closure, etc.) If the task assignee is impacted and is unable to work on the task, the task should be changed to a State of “Awaiting Administrative Time” when the event time approaches. The following business day, the task assignee is responsible to put the task back in its previous State.

- Change Freeze – At certain critical times of the year (semester start), UCF IT imposes a change freeze period. During this time, it is the discretion of each UCF IT department to authorize or prohibit continued work to fulfill a service request. The UCF IT department is permitted to use the “Change Freeze” Pending Code during the change freeze window. Following the change freeze window end, the task should be placed back into a “Work in Progress” state (if applicable) by the task assignee.
- Closed Complete – Task fulfilled/completed
- Closed Skipped – Task no longer required or applicable. Next task of the workflow will be spawned (if applicable) and the service request is still required to be fulfilled
- Cancel Request - No Response – Service request no longer required. Unable to reach customer for additional information after three attempts (See Section C. for this process). This selection will cancel the catalog item and the requested item state will change to Canceled.
- Cancel Request - Customer – Customer confirmed the service request is no longer required.

NOTE: This task state should also be used if the service request is being canceled due to being a duplicate ticket or if the request was incorrectly submitted using the wrong catalog item/request needs to be converted to an incident. The customer should be informed that their request will be canceled to ensure there is no confusion when the applicable cancel notification is spawned. This selection will cancel the catalog item and the requested item state will change to Canceled. The task assignee will be required to complete a reason for canceling.

If the service request is being canceled due to an incorrectly submitted catalog item/conversion to an incident, it is mandatory the task assignee (who is canceling the service request) work with the customer to have the correct catalog item/incident submitted.

C. Requested Item Cancellation – Task Pending Code of Awaiting Requester Info

If a task assignee cannot proceed with fulfilling the task due to needing additional information from the customer, the task assignee should change the state of the task to “Pending” and select the pending code of “Awaiting Requester Info”.

Following the task being moved to “Awaiting Requester Info”, the task assignee is responsible to reach out to the customer to obtain the information needed to proceed with the task fulfillment. If the task assignee is unable to speak with the customer upon the first contact, the task assignee should leave a voicemail message (if available) for the customer containing their name, phone number and the ticket number.

The assignee of the task must make two more attempts using one other method of communication (ex. email or instant message) on two subsequent business days, preferably at different hours each day (e.g., do not attempt all three contacts at 9 AM in case your customer will never be available at that time of the day). If an out of office (OOO) email is received, the assignee of the task must wait until the customer returns to contact a third time. The work notes must be updated with each contact attempt.

After three attempts of trying to contact the customer with no success, the task assignee IS permitted to cancel the service request by selecting the “Cancel Request – No Response” task state. Changing the task state to “Cancel Request – No Response” will cancel the requested item and prompt the task assignee to complete a reason for canceling the service request.

VII. ADDITIONAL CONSIDERATIONS

- All existing and new staff members of UCF IT are expected to be familiar with the intent and the contents of the service request fulfillment policy and procedure.
- All violations to the service request fulfillment policy will be monitored, staff members of UCF IT will be coached by the respective management and repeat offences could lead to additional disciplinary action.

VIII. APPENDIX

A. UCF IT Service Offerings* - Service and Operational Level Targets

| UCF IT Service Offerings | Target (Business Days) |
|--|-------------------------------|
| Physical Server Hosting | 30 |
| RMA (Return Merchandise Authorization) equipment | 45 |
| Network Consulting Services | 20 |
| UCF Connect Event Support | 8 |
| Virtual Machine – Decommission | 20 |
| Airwatch Mobile Device Management | 7 |
| Virtual Machine – Create | 14 |
| Hardware Request | 10 |
| Data File Exchange Support via SFTP | 10 |
| Linux SFTP/SSH (Port 22) Access | 5 |
| Oracle Database Support | 8 |
| Software Request | 5 |
| New Shared Folder Request | 10 |
| VLAN Management Request | 15 |
| Amazon Web Services (AWS) Infrastructure Request | 15 |
| IT Consultation Request | 5 |
| Loaner Equipment | 2 |
| Server Software Change Request | 10 |
| Backup Services | 5 |
| Cloud Consultation | 7 |
| ServiceNow Request Management | 5 |

| | |
|---|----|
| Microsoft SQL Database Support | 7 |
| AppSense | 5 |
| Configuration Manager Shared Service Request | 5 |
| Application User Access Request | 4 |
| F5 Application Delivery | 4 |
| NSX Network Request | 7 |
| Virtual Machine – Change | 6 |
| Endpoint User Access Request | 3 |
| DHCP Scope Provisioning and Maintenance | 7 |
| Active Directory Change | 5 |
| IPAM Request | 5 |
| ITRCC Email List/SharePoint Access Request | 3 |
| NAS/NFS, Physical SAN Request | 3 |
| Client Endpoint Software Delivery | 5 |
| Windows Server Access | 5 |
| Linux Services Support Request | 5 |
| Windows Active Directory Provision/De-Provision Request | 4 |
| Secret Server Request | 7 |
| ServiceNow User & Group Management | 2 |
| Backup Restore VM API (Granular) | 3 |
| Client Endpoint Access | 2 |
| Door & Traka Box Access Request | 2 |
| Listserv Create, Change, or Remove | 3 |
| Virtual Machine – Snapshot | 4 |
| ServiceNow Report or Homepage Request | 2 |
| Non-Internet-Facing DNS Management | 5 |
| Skype Account Request | 3 |
| Listserv Owner Training Course Access | 1 |
| Call Block Request | 5 |
| Request for Knights Email Address Change | 2 |
| DHCP Tool User Maintenance | 4 |
| Office 365 Shared Mailbox | 7 |
| Add, Remove, or Reset Admin Account | 4 |
| SharePoint Access | 4 |
| Skype E911 Presence Location | 2 |
| Pinnacle Request | 1 |
| Request Full Access to a Terminated Email Account | 2 |
| Microsoft Teams | 2 |
| Request to Deprovision Email Account | 2 |
| Request for Distribution Group Change | 2 |
| SSL Certificate Requests | 2 |
| Microsoft Teams External Application Connector | 13 |
| ISO Vendor Risk Management Review (OLA) | 10 |
| CrashPlan Endpoint Backup | 7 |
| Shared Services Consultation Request | 3 |
| MySQL Database Request | 5 |
| Dynamic Forms Onboarding | 7 |
| Dynamic Forms User & Organization Management | 3 |
| Sudo Access Request for Oracle DBAs | 2 |
| Sudo Access Request for RedHat Linux | 2 |

**Active services offered within the UCF IT Service Catalog. Targets are subject to change.*