What is it?

Request fulfillment focuses on managing the various stages of a user request—typically request, approval, or fulfillment—in collaboration with a service desk.

What’s in it for you?

The request fulfillment process allows staff to

• standardize the process for approving and fulfilling user service requests;
• provide clear information about the availability of services and how to obtain them;
• present transparent request statuses to colleagues and users; and
• prioritize request tasks with other tasks, such as incidents.
What’s in it for Penn State?

The request fulfillment process benefits the University by helping to

- improve user productivity through standardized processes and clear communication;
- provide a clear, discoverable path to request service access and resources; and
- maintain customer and user satisfaction by handling service requests efficiently.

At the local level, a process manager maintains procedure documentation and coordinates training for his or her unit. The process manager also monitors and reviews service levels and process reporting.

You can find your local process manager’s contact information at http://smo.psu.edu/contact-us/

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ITIL Definition

The process responsible for managing the lifecycle of all service requests.

Penn State’s Service Management Office

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