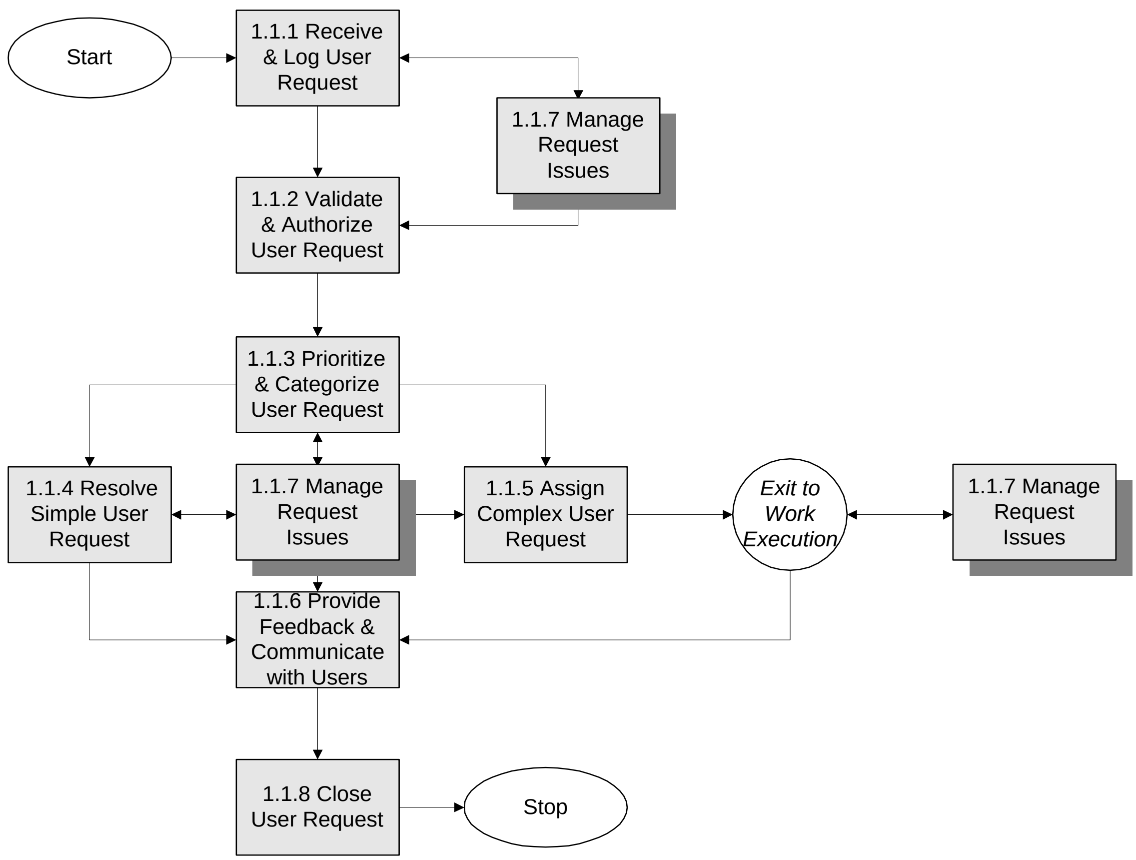
1.1 Serve Users

Introduction

This document provides a Tier 3 view of the Serve Users Processes which will aid in delivering improved service to our customers. These processes will be used on a daily basis by the Applications Management Group.

Serve Users Architecture Diagram



Legend:

Process to be developed by Transition Team

Process to be developed at a later date

Process to be developed by Application Mgt.

Architecture Description

Ref. #	Process Description	Responsibility/ Process Owner	Tools	Deliverables/ Outcomes
Request Management – Serve Users Processes				
1.1.1	**Receive and Log User Request** - This process defines the actions to be undertaken by the Applications Management Group and the Customer Care Group. It ensures that requests received from Users are accurately and consistently captured, in order to be appropriately validated, authorized, prioritized, categorized, and completed. This process provides a starting point for the effective tracking and monitoring of all requests coming into the Applications Management Group that align with business objectives.	Request Receiver (Applications Management Team Member or Customer Care Team Member), Applications Management Team Lead	Request Tracking Database, Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	
1.1.2	**Validate and Authorize User Request**– This process defines the actions to be undertaken by the Applications Management Group. It ensures that requests received from Users are validated and authorized by appropriate parties based on the type of request. Once the request is authorized it can be prioritized, categorized and completed.	Request Receiver (Applications Management Team Member), Applications Management Team Lead	Request Tracking Database, Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	

Ref. #	Process Description	Responsibility/ Process Owner	Tools	Deliverables/ Outcomes
1.1.3	**Prioritize and Categorize User Request –** This process defines the actions to be undertaken by the Applications Management Group. It ensures that requests received from Users are prioritized and categorized by appropriate parties after authorization has been completed. Once the request is prioritized and categorized it will either be resolved immediately or assigned to an appropriate party for further analysis.	Applications Management Team Lead, Application Manager (if necessary)	Request Tracking Database, Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	
1.1.4	**Resolve Simple User Request** – This process defines the actions to be undertaken by the Applications Management Group. It ensures that a request from a User, which is defined as a Simple User Request, is completed by the appropriate party in a timely manner. A Simple User Request is defined as a request that can be completed within an hour of being received. Once a Simple User Request is complete the Request Receiver can close the request.	Applications Management Team Lead, Application Manager (if necessary)	Request Tracking Database, Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	
1.1.5	**Assign Complex User Request** – This process defines the actions to be undertaken by the Applications Management Group. It ensures that a request from a User, which is defined as a Complex User Request, is completed by the assigned party in a timely manner. A Complex User Request can not be completed within an hour of being received. It will also take less than 80 hours to complete. Once a Complex User Request is complete the Request Receiver can close the request.	Applications Management Team Lead, Application Manager (if necessary)	Request Tracking Database, Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	

Ref. #	Process Description	Responsibility/ Process Owner	Tools	Deliverables/ Outcomes
1.1.6	**Provide Feedback and Communicate with Users** - This process defines the actions to be undertaken by the Applications Management Group. It ensures that the Requester is provided timely and adequate feedback throughout the lifecycle of receiving, validating, authorizing, prioritizing, categorizing and resolving a request. The complexity of a particular request might alter the amount and frequency of feedback provided by the Request Receiver. (i.e. the more complex a request is, the more detailed and timely feedback will be.) *Throughout this process, the Requester is continually kept informed of the status of the request. The process allows for a Requester to modify a request at any point in the Request Management Process.*	Request Receiver (Applications Management Team Member)	Request Tracking Database, Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	
1.1.7	**Manage Request Issues** - This process defines the actions to be undertaken by the Applications Management Group. The process will ensure the successful management and resolution of issues throughout the lifecycle of a request for service. The scope of the effort includes managing and resolving those concerns that have the potential to impact the successful completion of a request from Users. This process will not address managing Operational Issues across applications within SFA.	Issue Identifier (anyone in Applications Management), Issue Owner (Applications Management Team Member), Applications Management Team Lead, Application Manager (if necessary)	Request Issues Management Tracking Tool (see process for job aids/ procedures that go with process)	

Ref. #	Process Description	Responsibility/ Process Owner	Tools	Deliverables/ Outcomes
1.1.8	**Close User Request** - This process defines the actions to be undertaken by the Applications Management Group. It ensures that a request is closed in a timely and accurate manner, only after it has been reviewed and discussed by the Requester, Request Receiver, Applications Management Team Lead and appropriate parties. Requests can be closed for various reasons and at various times throughout the Request Management Process Architecture. It is possible that a Customer Care Team Member can close a request after reviewing it.	Request Receiver (Applications Management Team Member or Customer Care Team Member)	Request Tracking Database (see process for job aids/ procedures that go with process)	

1.1.1 Receive and Log User Request

Introduction

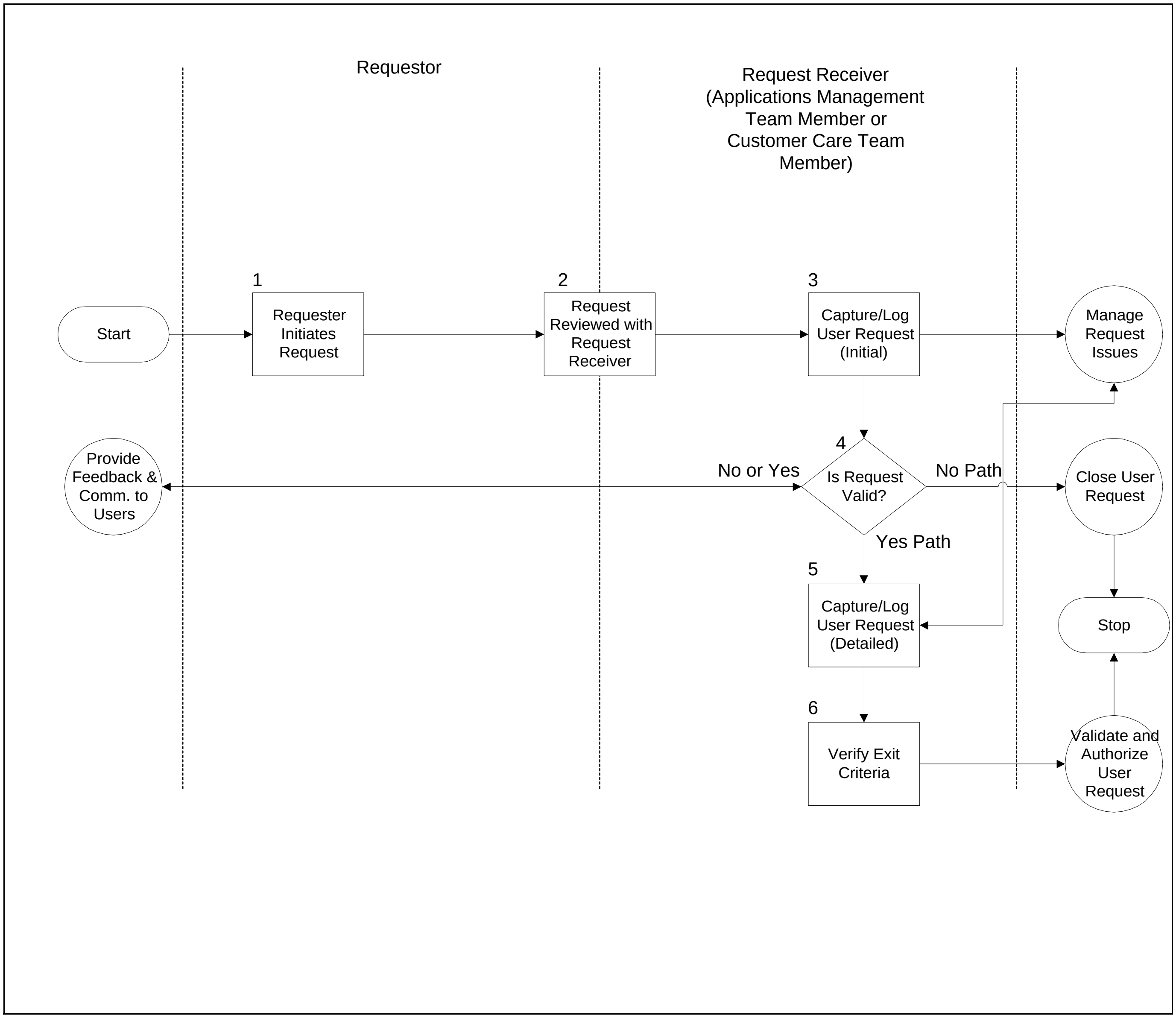
This process defines the actions to be undertaken by the Applications Management Group. It ensures that requests received from Users are accurately and consistently captured, in order to be appropriately validated, authorized, prioritized, categorized, and completed. This process provides a starting point for the effective tracking and monitoring of all requests coming into the Applications Management group that align with business objectives.

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Users (i.e. End Users, Content Managers, Content Programmers, other stakeholders)
Customer(s):	❑ Applications Management Team (Internal Customer), Users (External Customer)
***Input(s):**	❑ A Request is received from a User
***Entrance Criteria:**	❑ A Request is initiated by a User. It will be received by a member of the Applications Management Team, either directly or from a Customer Care Team Member, through a variety of media (phone call, e-mail, On-line Feedback Form, one-on-one).
***Output(s):**	❑ Valid Request - A request has been received and all appropriate fields have been completed in the Request Tracking Database. ❑ Invalid Request - A request has been received and immediately determined to be invalid. The request is closed in the Request Tracking Database. ❑ Appropriate Feedback - Appropriate feedback is provided to the Requester depending on whether or not the request has been logged as a valid or invalid request. ❑ Supporting Documentation – Any additional documentation, that is pertinent, relating to a request being logged into the Request Tracking Database.
***Exit Criteria:**	❑ A Request from a User is initially documented as a valid or invalid request. This request will be re-validated and formally authorized as the request continues through the lifecycle.

Related Processes:	❑ Validate and Authorize User Request ❑ Provide Feedback and Communicate to Users ❑ Close User Request ❑ Manage Request Issues
Related Documentation (Job Aids/Procedures)	❑ Request Validation Job Aid, Capture/Log User Request ProcedureCapture/Log User Request Procedure
Key Tools	❑ Request Tracking Database, , Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Requester Initiates Request – Any User or stakeholder can make a request. A Requester can perform this task by calling the Request Receiver (Applications Management Team Member or Customer Care Team Member), meeting with or sending an e-mail or on-line Feedback Form to a Request Receiver or sending a request to a Request Receiver.	(Requester) - User of the system	Telephone, e-mail, feedback form, personal contact	NA
2.	Request Reviewed with Request Receiver – A Requester and Request Receiver review the nature of the request. The initial validation is not made at this point by the Request Receiver. This occurs later in the process during Step 4.	Request Receiver (Applications Management Team Member or Customer Care Team Member) and Requester	Telephone, e-mail, personal contact	NA
3.	Capture/Log User Request (Initial) – The Request Receiver must log every request (no matter how minor – even if request is a Tier 1 request) into the Request Tracking Database. Please refer to Capture/Log User Request Procedure to see what fields in the Request Tracking Database need to be completed at this point in the process. If an issue arises during this step, enter the Management of Request Issues Process for resolution. Once the issue is resolved this process can be continued.	Request Receiver (Applications Management Team Member or Customer Care Team Member)	Request Tracking Database, Request Issues Management Tracking Tool	Request Tracking Database is updated, Request Issues Management Tracking Tool is updated

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

4.	Is Request Valid? – The Request Receiver is responsible for determining if the request is valid. This validity decision is only an initial checkpoint. The Request Receiver should utilize the appropriate Job Aid to complete this step. Primarily a request will be invalid at this point if it clearly does not provide any business value or relevance or is a Tier 1 Help Desk request
	
	If (Yes) – Provide feedback to Requester and continue process to step 5.
	If (No) – Provide Feedback to Requester and go to the Close User Request Process. If the Request Receiver determines that the request is invalid they should make contact with the Requester and notify them as to the decision. After notification is provided the Request Receiver can go to the Close Request Process.
		Request Receiver (Applications Management Team Member or Customer Care Team Member)	Request Validation Job Aid	Feedback provided to Requester

5.	Capture/Log User Request (Detailed) – At this point the Request Receiver has initially determined that the request is valid and provides this feedback to the Requester. Please refer to Capture/Log User Request Procedure to see what fields in the Request Tracking Database need to be completed at this point in the process. If an issue arises during this step, enter the Management of Request Issues Process for resolution. Once the issue is resolved the process can be continued.	Request Receiver (Applications Management Team Member or Customer Care Team Member)	Request Tracking Database, Request Issue Management Tracking Tool	Request Tracking Database is Updated, Request Issue Management Tracking Tool is updated

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
6.	Verify Exit Criteria – At this point in the process the Request Receiver should verify that all Exit Criteria has been met before moving on to the Validate and Authorize User Request Process.	Request Receiver (Applications Management Team Member or Customer Care Team Member)	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

1.1.2 Validate and Authorize User Request

Introduction

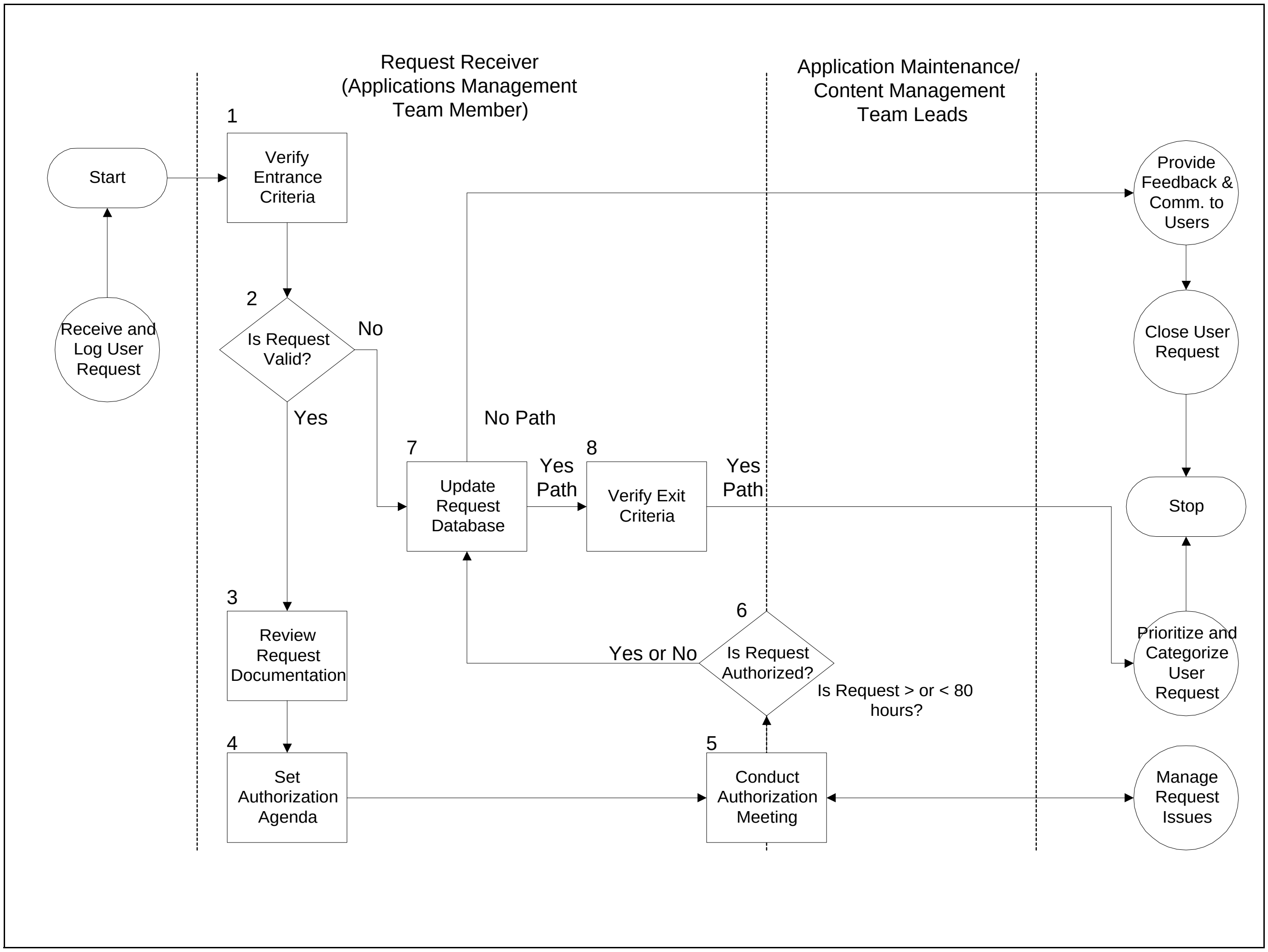
This process defines the actions to be undertaken by the Applications Management Group. It ensures that requests received from Users are validated and authorized by appropriate parties based on the type of request. Once the request is authorized it can be prioritized, categorized and completed.

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Applications Management Team Member or Customer Care Team Member (Request Receiver) and Users of a particular application.
Customer(s):	❑ Applications Management Team (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ An initial validated request - (a request is validated initially within the Receive and Log User Request Process). It is then re-validated and formally authorized in the Validate and Authorize User Request Process. The first validation is immediate and follows the guidelines detailed in “Request Validation Job Aid”. The second validation and subsequent authorization, which is described in this process, will require some research and collaboration with Applications Management Team Members and other appropriate parties. This validation’s guidelines are also detailed in the Request Validation Job Aid.
***Entrance Criteria:**	❑ A Request is initially validated by the Request Receiver.

***Output(s):**	❑ Validated and Authorized Request - A request has been received, validated and authorized after research and collaboration with Applications Management Team Members and other appropriate parties (i.e. Application Management Governance Body Members, if necessary) ❑ Invalid Request - A request has been determined to be invalid by the Request Receiver after further research and collaboration with Applications Management Team Members. The request is closed in the Request Tracking Database. ❑ Request that is not authorized. The request is closed in the Request Tracking Database. ❑ Appropriate Feedback - Appropriate feedback is provided to the Requester depending on whether or not the request has been validated (by the Applications Management Team) and authorized (by an Applications Management Team Lead or appropriate party). ❑ Supporting Documentation – Any additional documentation, that is pertinent, relating to a request being authorized.
***Exit Criteria:**	❑ A Request from a User of a particular application is documented as a valid/authorized request. ❑ A Request from a User of a particular application is documented as an invalid/unauthorized request.
Related Processes:	❑ Receive and Log User Request ❑ Prioritize and Categorize User Request ❑ Provide Feedback and Communicate to Users ❑ Close User Request ❑ Manage Request Issues
Related Documentation (Job Aid/Procedures)	❑ Request Validation Job Aid
Key Tools	❑ Request Tracking Database, , Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria – The Request Receiver must verify that the necessary inputs are available and that Entrance Criteria has been met.	Request Receiver (Applications Management Team Member)	Request Tracking Database and any documents relating to a particular request	N/A

2.	Is Request Valid? – This validation step should occur after the Request Receiver resolves any outstanding issues, collaborates with necessary parties (if necessary) and acts upon completed research. The Request Receiver should utilize the appropriate Job Aid to complete this step.
	
	If (Yes) – The process will continue to Step 3.
	If (No) – The process will go to step 8.
		Request Receiver (Applications Management Team Member)	Request Tracking Database, Request Validation Job Aid	N/A

3.	Review Request Documentation – At this point the Request Receiver believes that a valid request exists and should gather and review all pertinent documentation relating to the request.	Request Receiver (Applications Management Team Member)	N/A	N/A
4.	Set Authorization Agenda – At this point in the process the Request Receiver should set an authorization agenda and meeting logistics and contact an Applications Management Team Lead.	Request Receiver (Applications Management Team Member)	N/A	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
5.	Conduct Authorization Meeting – The Applications Management Team Lead will review all pertinent request documentation and re-validate the request. The Request Receiver should be involved in this meeting in order to effectively update the Request Tracking Database later in the process and clarify any existing documentation. During this step the Applications Management Team Lead should involve all necessary parties in the meeting (i.e. Application Manager, Application Management Governance Body, etc.)	Request Receiver (Applications Management Team Member) and Applications Maintenance/ Team Lead	Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is updated
6.	Is Request Authorized? – The Applications Management Team Lead must determine if the request will be authorized. It will be at this point that a requests scope should be addressed. If (Yes or No) – Continue on with step 7 of the process.	Request Receiver (Applications Management Team Member), Applications Management Team Lead	N/A	N/A
7.	Update Request Tracking Database – The Request Receiver is responsible for updating the Request Tracking Database at this point. The request in question will either be flagged as authorized or not authorized in the Request Tracking Database. If the request is authorized the process continues to step 8. If the request has not been determined to be authorized the Request Receiver must provide the appropriate feedback to the Requester and go to the Close Request Process.	Request Receiver (Applications Management Team Member)	Request Tracking Database	Request Tracking Database is updated, Feedback provided to Requester

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
8.	Verify Exit Criteria – The Request Receiver must verify that the necessary outputs are available and that exit criteria has been met before moving on to the Prioritize and Categorize User Request Process.	Request Receiver (Applications Management Team Member)	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

1.1.3 Prioritize and Categorize User Request

Introduction

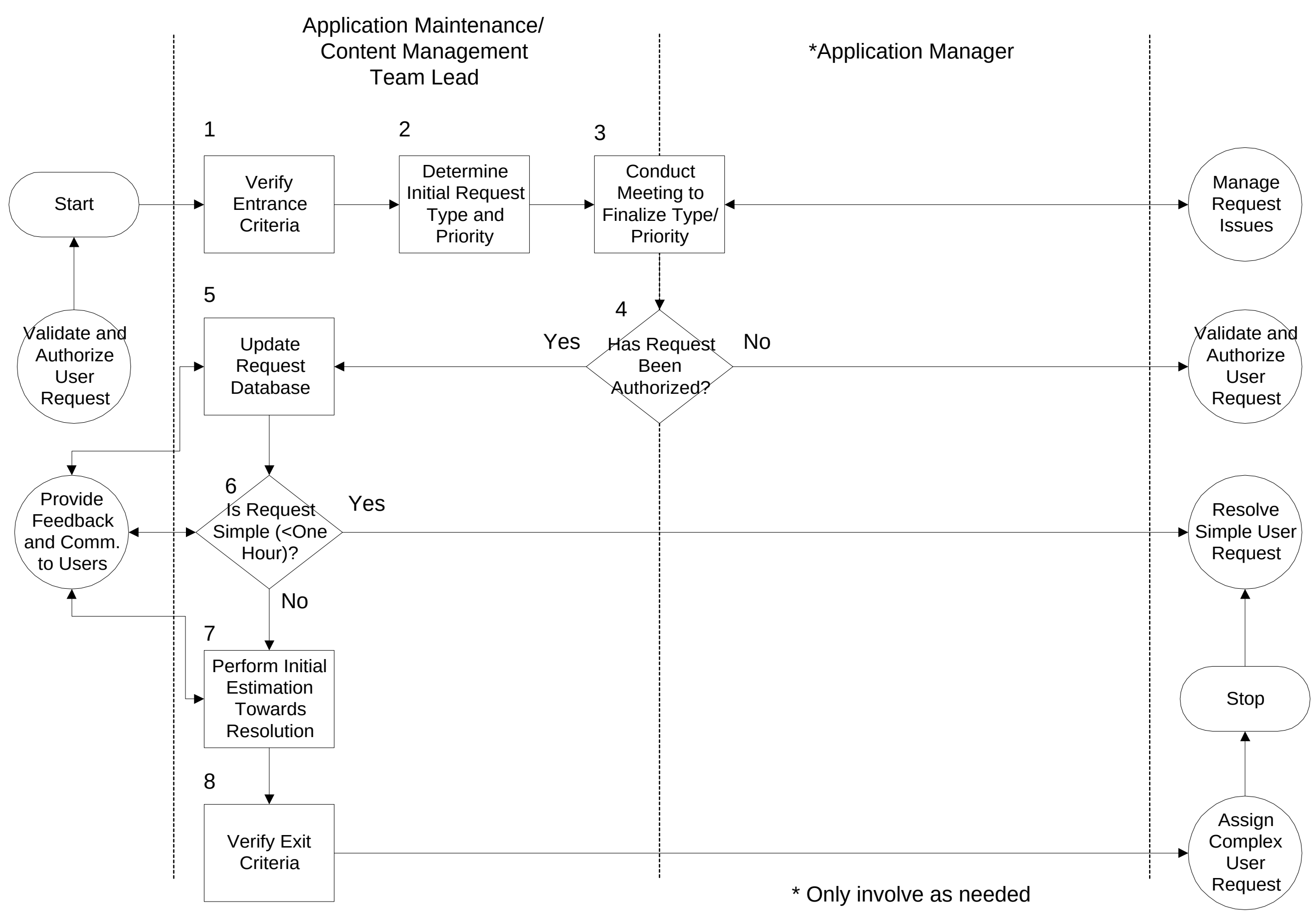
This process defines the actions to be undertaken by the Applications Management Group. It ensures that requests received from Users of a particular application are prioritized and categorized by appropriate parties after authorization has been completed. Once the request is prioritized and categorized it will either be resolved immediately or assigned to the appropriate party for further analysis.

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Applications Management Team Member, Applications Management Team Lead
Customer(s):	❑ Applications Management Team (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ A re-validated and authorized request - (a request has been re-validated by the Request Receiver and authorized by an Applications Management Team Lead or appropriate parties.) At this point the request, at a minimum, meets business requirements and has been authorized to be completed by the Applications Management Team Lead. The Request Tracking Database has been updated by the Request Receiver.
***Entrance Criteria:**	❑ A Request is re-validated by the Request Receiver and authorized, at a minimum, by the Applications Management Team Lead.
***Output(s):**	❑ Request has been prioritized in the Request Tracking Database – The "Priority" field in the Request Tracking Database has been completed. ❑ Request has been categorized in the Request Tracking Database – The "Type of Request" field in the Request Tracking Database has been completed. ❑ Appropriate Feedback provided to Requester - Appropriate feedback is provided to the Requester depending on a requests priority, type and current status. ❑ Supporting Documentation – Any additional documentation, that is pertinent, relating to a request being prioritized and categorized.
***Exit Criteria:**	❑ A Request from a User of a particular application has been prioritized and categorized.

Related Processes:	❑ Validate and Authorize User Request ❑ Resolve Simple User Request ❑ Assign Complex User Request ❑ Provide Feedback and Communicate to Users ❑ Close User Request ❑ Manage Request Issues
Related Documentation (Job Aid/Procedures)	❑ , Simple/Complex User Request Job Aid
Key Tools	❑ Request Tracking Database, Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria – An Application Management Team Lead must verify that the necessary inputs are available and that Entrance Criteria has been met.	Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
2.	Determine Initial Request Type and Priority – At this point the request has been validated and authorized and needs a priority and type description attached to it. An Application Management Team Lead will put a High (1), Medium (2) or Low (3) priority on the request (see priority definitions) and will initially flag the request as an Ad Hoc, Bug Fix, Enhancement Update or Query. Request.	Applications Management Team Lead	N/A	N/A
3.	Conduct Meeting to Finalize Type and Priority – At this point in the process the decisions regarding a requests type will be finalized. The ultimate responsibility of the requests completion will either be given to the Application Management Team Lead. The Application Manager might need to be consulted in this step. **Note: The type of request was discussed prior to this point in the Process. This step is to validate the request type and formally agree on it with the Application Management Team Lead.*	Applications Management Team Lead	Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is Updated (if necessary)

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

4.	Has Request Been Authorized Correctly – This step simply provides a secondary check point to make sure that the request has been authorized correctly. This takes place because the responsibility of the requests completion might change hands at this point.
	
	If (Yes) – The process will continue to step 5.
	If (No) – The process will re-enter the Validate and Authorize User Request Process to get re-authorized.
		Applications Management Team Lead	N/A	N/A

5.	Update Request Tracking Database – The Applications Management Team Lead now assigned the responsibility to see the request through to completion will update the Request Tracking Database with the appropriate priority and type.	Applications Management Team Lead	Request Tracking Database	Update Request Tracking Database, Feedback provided to Requester

6.	Is Request Simple – At this point in the process the Application Management Team Lead responsible for the ultimate completion of the request must determine if the request can be completed within one hour. (see Simple/Complex User Request Job Aid)
	
	If (Yes) – The request is detailed as simple in the Request Tracking Database and completed by the Team Lead or assigned party. It is then closed in the Request Tracking Database.
	If (No) – The process should continue to step 7.
		Applications Management Team Lead	Request Tracking Database, Simple/Complex User Request Job Aid	Request Tracking Database is updated, Feedback provided to Requester

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
7.	Perform Initial Estimation Towards Resolution – At this point in the process it has been determined that the request will take longer than one hour and most likely be flagged as a Complex User Request in the Request Tracking Database (See Simple/Complex User Request Job Aid). The Applications Management Team Lead assigned the responsibility of managing the request should, (along with appropriate parties), create an initial estimation for the duration and effort required to complete the request. An initial estimate, in hours, should be flagged in the Request Tracking Database in the "Effort Hours" field. **This estimation should not include creating a Workplan or Capacity Plan. This will take place in the Assign Complex User Request Process.*	Applications Management Team Lead	Request Tracking Database	Feedback provided to Requester
8.	Verify Exit Criteria – The Request Receiver must verify that the necessary outputs are available and that Exit Criteria has been met before moving on to either the Resolve Simple User Request or Assign Complex User Request Process.	Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

1.1.4 Resolve Simple User Request

Introduction

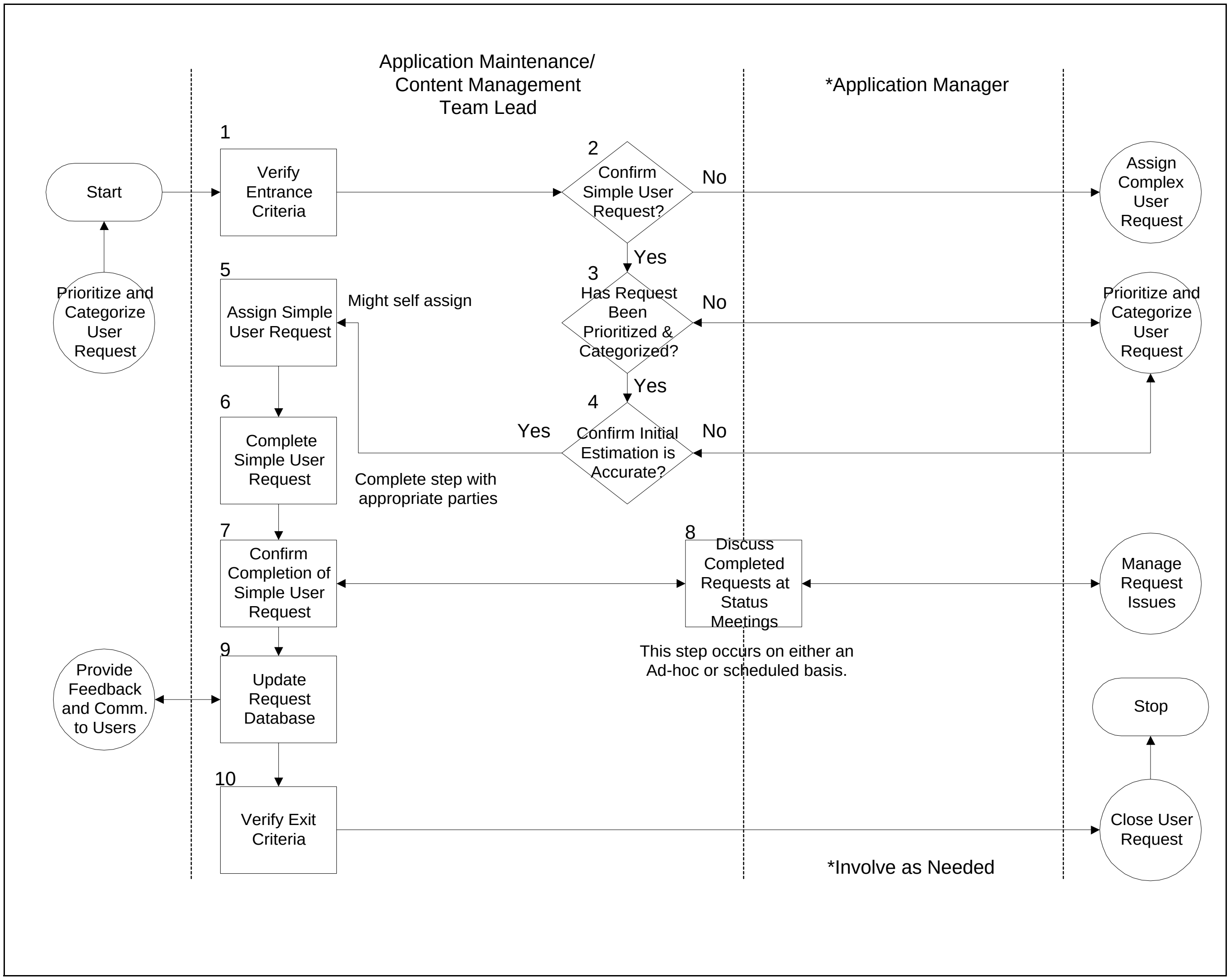
This process defines the actions to be undertaken by the Applications Management Group. It ensures that a request from a User is completed by the appropriate party in a timely manner. A Simple User Request is defined as a request that can be completed within an hour of being received. Once a Simple User Request is complete the Request Receiver can close the request.

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Applications Management Team Member, Application Management Team Lead
Customer(s):	❑ Applications Management Team (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ A prioritized and categorized request (a request has been prioritized and categorized by an Application Management Team Lead and/or appropriate parties.) At this point, the request, at a minimum, meets business requirements and has been authorized to be completed by an Application Management Team Lead. ❑ A Simple User Request has been flagged in the Request Tracking Database. A Simple User Request is either a Ad hoc, Bug Fix, Enhancement Update or Query. .
***Entrance Criteria:**	❑ A Request has been authorized, prioritized and categorized by an Application Management Team Lead. ❑ A Request has been determined to be a Simple User Request (less than one hour to complete).
***Output(s):**	❑ A Simple User Request has been completed and the Request Tracking Database (“status field”) has been updated appropriately. ❑ A Simple User Request has become a Complex User Request and the Request Tracking Database has been updated. ❑ Appropriate Feedback is provided to Requester - Appropriate feedback is provided to the Requester depending on a request’s priority and current status. ❑ Supporting Documentation – Additional documentation relating to a request being completed.
***Exit Criteria:**	❑ A Simple User Request from a User of a particular application has been completed or has become a Complex User Request.

Related Processes:	❑ Prioritize and Categorize User Request ❑ Assign Complex User Request ❑ Provide Feedback and Communicate to Users ❑ Close User Request ❑ Manage Request Issues
Related Documentation (Job Aid/Procedures)	❑ none
Key Tools	❑ Request Tracking Database, Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria – An Application Management Team Lead must verify that the necessary inputs are available and that Entrance Criteria has been met.	Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A

2.	Confirm Simple User Request – An Application Management Team Lead, once again, confirms that the request is simple before commencing work. This is simply a checkpoint task that should take 5 minutes or less.
	
	If (Yes) – The process continues on to step 3.
	If (No) – The process exits to the Assign a Complex User Request Process and the Request Tracking Database is updated.
		Application Management Team Lead	Request Tracking Database	Request Tracking Database is updated

3.	Has Request Been Prioritized and Categorized – This is a checkpoint to make sure that the correct prioritization and categorization has been made in the previous process. This task should take 5 minutes or less.
	
	If (Yes) – The process continues on with step 4.
	If (No) – The process exits back to the Prioritize and Categorize User Request Process.
		Application Management Team Lead	N/A	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

4.	Confirm Initial Estimation is Accurate? – An Application Management Team Lead confirms that the initial estimation is accurate.
	
	If (Yes) – The process continues on with step 5
	If (No) – The process exits back to the Prioritize and Categorize User Request Process.
		Application Management Team Lead	N/A	N/A

5.	Assign Simple User Request – At this point the Application Management Team Lead that is responsible for the final completion of the request will assign the request to the appropriate party. An assignment may be made to ones self. The "Assigned Individual" field will be completed during this step.	Application Management Team Lead	Request Tracking Database	N/A
6.	Complete Simple User Request – The request is completed by an Application Management Team Lead or the assigned party.	Application Management Team Lead or Team Member (assigned party)	N/A	N/A
7.	Confirm Completion of Simple User Request – This step is a checkpoint to see if the request was assigned by an Application Management Team Lead to another party. After confirmation that a Simple User Request is complete the process will most likely move to step 9. Step 8 will be completed on a scheduled basis which might fall after closure of a Simple User Request.	Application Management Team Lead or Team Member (assigned party)	N/A	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
8.	Discuss Completed Requests at Status Meetings – At this point in the process the request should be complete. A status of all complete requests will be given in status meetings led by an Application Management Team Lead. Simple User Requests that are discussed during these status meetings have most likely been completed and closed in the Request Tracking Database. Status meetings can be weekly or on a ad-hoc schedule. Issues might arise during this step. If so, they should be handled via the Manage Request Issues Process.	Application Management Team Lead, Application Manager, Application Management Team Member	Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is updated (if necessary)
9.	Update Request Tracking Database – At this point the Simple User Request is completed and the Request Tracking Database "Status" field should be updated. Appropriate feedback is provided to the Requester.	Application Management Team Lead or Team Member	Request Tracking Database	Request Tracking Database is updated, Feedback is provided to the Requester
10.	Verify Exit Criteria – An Application Management Team Lead must verify that the necessary outputs are available and that Exit Criteria has been met before moving to the Close User Request Process.	Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

1.1.5 Assign Complex User Request

Introduction

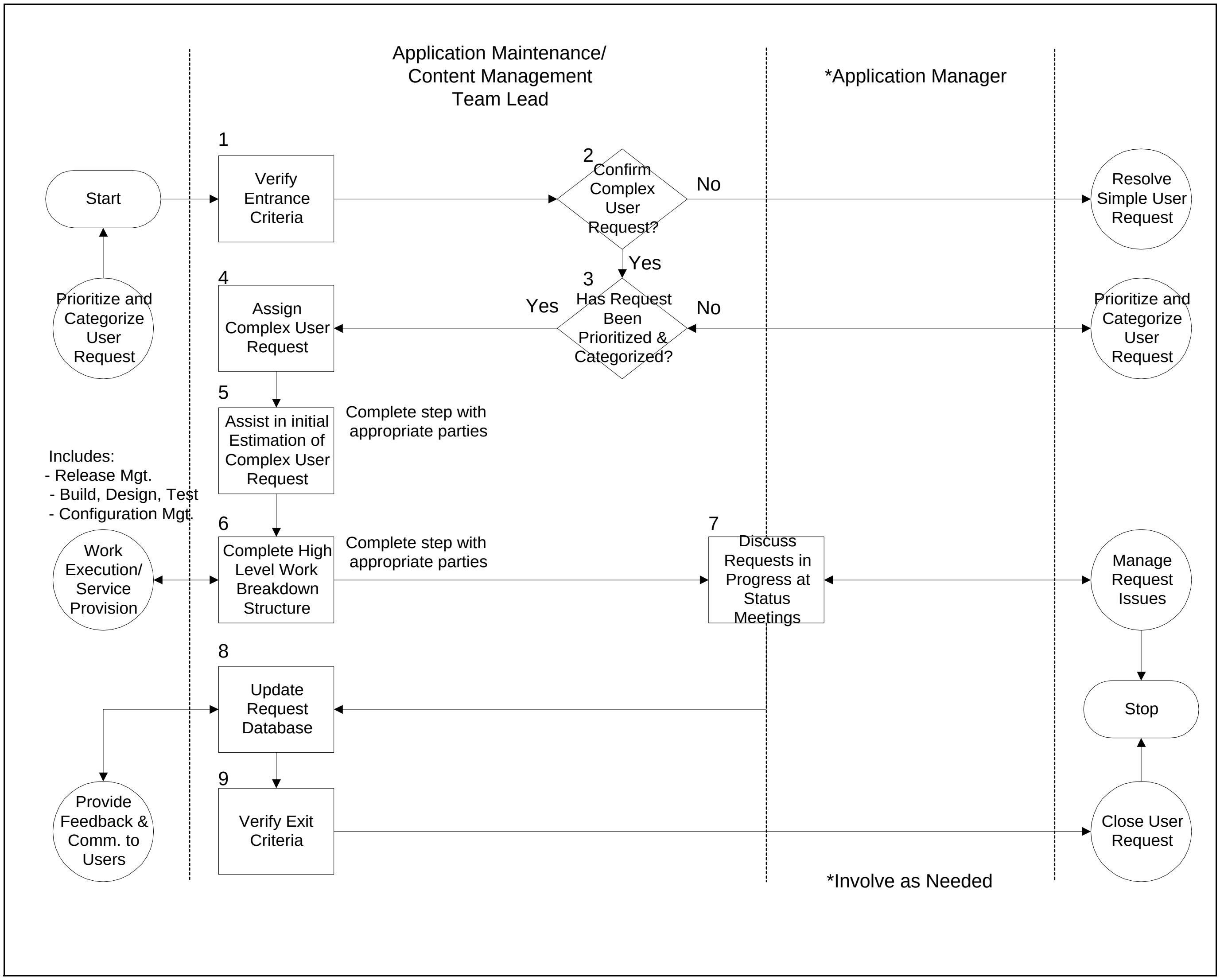
This process defines the actions to be undertaken by the Applications Management Group. It ensures that a request from a User of a particular application, which is defined as a Complex User Request, is completed by the assigned party in a timely manner. A Complex User Request can not be completed within an hour of being received. It will also take less than 80 hours to complete. Once a Complex User Request is complete the Request Receiver can close the request.

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Applications Management Team Member, Application Management Team Lead
Customer(s):	❑ Applications Management Team (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ A prioritized and categorized request (a request has been prioritized and categorized by an Application Management Team Lead and/or appropriate parties.) At this point the request, at a minimum, meets business requirements and has been authorized to be completed by Application Management Team Lead. ❑ A Complex User Request has been flagged in the Request Tracking Database.
***Entrance Criteria:**	❑ A Request is prioritized and categorized by an Application Management Team Lead. ❑ A Request has been determined to be a Complex User Request.
***Output(s):**	❑ A Complex User Request has been assigned and completed and the Request Tracking Database ("status" field) has been updated appropriately. ❑ Appropriate Feedback provided to Requester - Appropriate feedback is provided to the requester depending on a requests priority and current status. ❑ Supporting Documentation – Any additional documentation, that is pertinent, relating to a Complex User Request being assigned and the initial estimation being completed.
***Exit Criteria:**	❑ A Complex User Request from a User of a particular application has been assigned and has been completed.

Related Processes:	❑ Prioritize and Categorize User Request ❑ Assign Simple User Request ❑ Provide Feedback and Communicate to Users ❑ Close User Request ❑ Manage Request Issues
Related Documentation (Job Aid/Procedures)	❑ Initial Estimation Job Aid, Request Level Workplan Creation Procedure
Key Tools	❑ Request Tracking Database, Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria – An Application Management Team Lead must verify that the necessary inputs are available and that Entrance Criteria has been met.	Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A

2.	Confirm Complex User Request – An Application Management Team Lead confirms that the request is complex before commencing work. This is simply a checkpoint task that should take 5 minutes or less.
	If (Yes) – The process continues on to step 3.
	If (No) – The process exits to the Complete Simple User Request Process and the Request Tracking Database is updated.
		Application Management Team Lead	Request Tracking Database	Request Tracking Database is updated

3.	Has Request Been Prioritized and Categorized – This is a checkpoint to make sure that the correct prioritization and categorization has been made in the previous process. This task should take 5 minutes or less.
	
	If (Yes) – The process continues on with step 4.
	If (No) – The process exits back to the Prioritize and Categorize User Request Process.
		Application Management Team Lead	N/A	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
4.	Assign Complex User Request – At this point the Application Management Team Lead that is responsible for the final completion of the request will assign the request to the appropriate party. An assignment may be made to ones self. The "Assigned Individual" field should be completed during this step.	Application Management Team Lead	N/A	N/A
5.	Assist in Initial Estimation of Complex User Request – At this point in the process an Application Management Team Lead must begin to estimate how long the Complex User Request will take and how many people will need to be involved to complete specific tasks.	Application Management Team Lead	Initial Estimation Job Aid	N/A
6.	Complete High Level Work Breakdown Structure – A Request Level Workplan should be completed at this point in the process. (see Request Level Workplan Creation Procedure). This workplan should be socialized with appropriate parties before Work Execution commences. At this point in the process Work Execution Processes will be followed in order to complete the request.	Application Management Team Lead	Request Level Workplan Template	Request Level Workplan Template is updated

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
7.	Discuss Requests in Progress at Status Meetings – All requests that are in progress or have been flagged as Complex User Requests and have not been started yet will be discussed on a weekly or ad-hoc basis. The primary topic of discussion should be the status of a request and any issues that are outstanding. If issues arise during status meetings then the process will exit to the Manage Request Issues Process. It is highly possible that Complex User Requests discussed in weekly status meetings have already moved to the Work Execution/Service Provision suite of processes.	Application Management Team Lead, Application Manager, Applications Management Governance Body (if necessary)	Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is updated
8.	Update Request Tracking Database – At this point the Complex User Request is completed and the Request Tracking Database Status field should be updated. The appropriate feedback is provided to the Requester.	Application Management Team Lead or Team Member	Request Tracking Database	Request Tracking Database is updated, Feedback is provided to Requester
9.	Verify Exit Criteria – An Application Management Team Lead must verify that the necessary outputs are available and that Exit Criteria has been met before moving to the Close User Request Process.	Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

1.1.6 Provide Feedback and Communicate With Users

Introduction

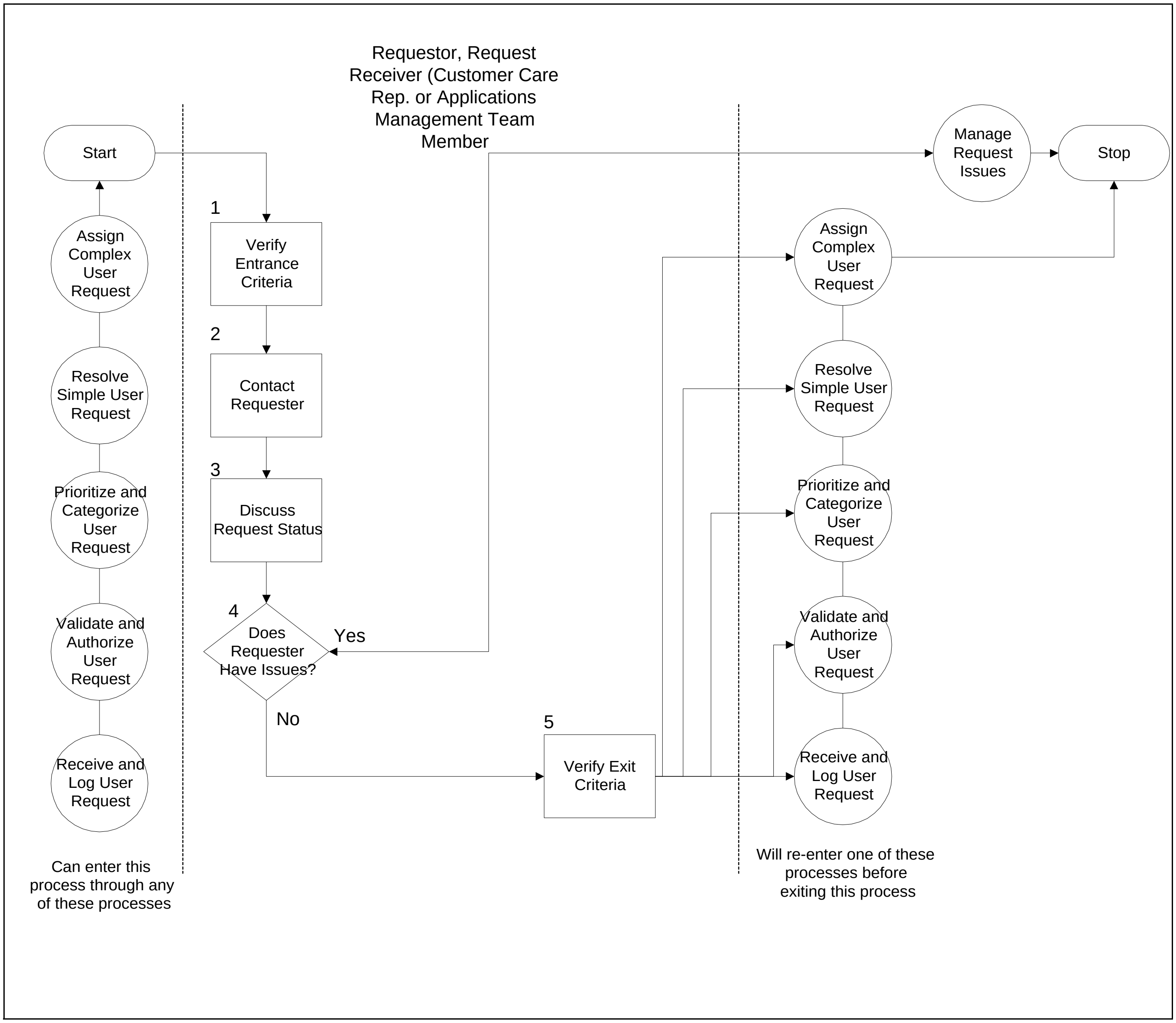
This process defines the actions to be undertaken by the Applications Management Group. It ensures that the Requester is provided timely and adequate feedback throughout the lifecycle of receiving, validating, authorizing, prioritizing, categorizing and resolving a request. The complexity of a particular request might alter the amount and frequency of feedback provided by the Request Receiver. (i.e. the more complex a request is, the more detailed and timely feedback will be.)

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Users of a particular application
Customer(s):	❑ Applications Management Team (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ A Valid Request has been received and logged in the Request Tracking Database. ❑ A Valid and Authorized Request has been received and logged in the Request Tracking Database. ❑ An Invalid Request has been received and logged in the Request Tracking Database. ❑ A Request that has not been authorized has been received and logged in the Request Tracking Database.
***Entrance Criteria:**	❑ A Request for service has been received from a User.
***Output(s):**	❑ Appropriate feedback provided to Requester - Appropriate feedback has been provided to the Requester throughout the Request Management Process Architecture depending on a request's priority and current status. Delivered feedback and Requester responses has been detailed in appropriate fields within the Request Tracking Database.
***Exit Criteria:**	❑ Feedback has been provided throughout the Request Management Process Architecture until a request is closed.
Related Processes:	❑ Receive and Log User Request ❑ Validate and Authorize User Request ❑ Prioritize and Categorize User Request ❑ Resolve Simple User Request ❑ Assign Complex User Request ❑ Manage Request Issues

Related Documentation(Job Aids/Procedures)	❑ none
Key Tools	❑ Request Tracking Database, Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria – At this point in the process an Applications Management Team Member should verify that all Entrance Criteria have been met. This process can be entered from any of the following processes: ❑ Receive and Log User Request ❑ Validate and Authorize User Request ❑ Prioritize and Categorize User Request ❑ Resolve Simple User Request ❑ Assign Complex User Request	Request Receiver, Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
2.	Contact Requester – An Applications Management Team Member contacts the Requester via email or telephone.	Request Receiver, Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
3.	Discuss Requests Status – An Applications Management Team Member discusses the requests status with the Requester.	Request Receiver, Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

4.	Does Requester Have Issues – An Applications Management Team Member discusses the status with the Requester and determines if any issues need to be resolved.
	
	If (Yes) – The process exits to the Management of Request Issues and then returns to the current process when the issue(s) are resolved.
	If (No) – The process continues on to step 5.
		Request Receiver, Application Management Team Lead	Request Issues Management Tracking Tool, Request Tracking Database and any documents relating to a particular request	Request Issues Management Tracking Tool is Updated

5.	Verify Exit Criteria – At this point in the process an Applications Management Team Member should verify that all Exit Criteria have been met. After this process is complete one of the following processes must be re-entered: ❑ Receive and Log User Request ❑ Validate and Authorize User Request ❑ Prioritize and Categorize User Request ❑ Resolve Simple User Request ❑ Assign Complex User Request	Request Receiver, Application Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

1.1.7 Manage Request Issues

Introduction

This process defines the actions to be undertaken by the Applications Management Group. The process will ensure the successful management and resolution of issues throughout the lifecycle of a request for service. The scope of the effort includes managing and resolving those concerns that have the potential to impact the successful completion of a request from Users. This process will not address managing Operational Issues across applications within SFA.

Objectives:

The main objectives of the Manage Request Issues Process are to:

- Facilitate the identification and timely resolution of issues (if resolvable)
- Facilitate the proper escalation process for managing and communicating issues
- Facilitate the communication and closure of issues
- Ensure all parties needed to resolve an issue are informed and, if applicable, are active participants
- Ensure that all issues are resolved in a timely manner
- Assist in effectively tracking and foreseeing possible issues
- Assist in effectively capturing, defining and analyzing an issue

The Manage Request Issues Process defines the steps for the identification, capturing, analysis, management, resolution, communication and reporting of issues. It can be entered at any time during the lifecycle of a request for service.

Definition: An **issue** is one that might adversely affect a request/release's budget, quality, schedule, performance, system service or system design, and likely goes beyond the authority of an individual or project team to resolve. An issue is not a team member's difference of opinion, complaint, request or day-to-day concern. Issues have occurred, are resolved with action items, and at times, follow a defined escalation process. Examples of issues that would follow this process include issues that cannot be resolved by one phone call, not covered or answered by standard guidelines, and that are controversial between areas and/or important to a large group within SFA.

Benefits:

The main benefits of the Manage Request Issues Process are:

- Accountability and Ownership of an issue is clearly defined

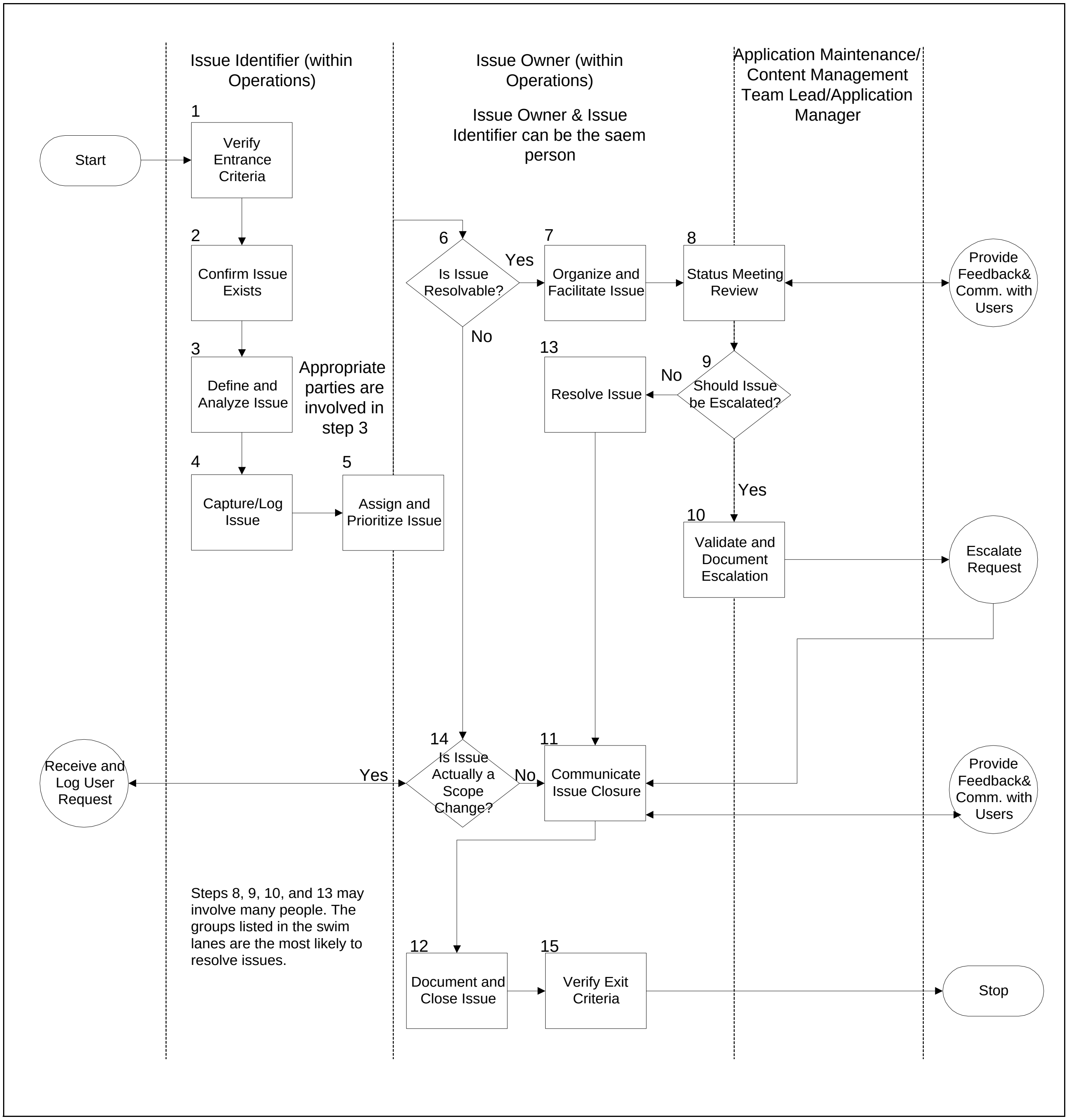
- All Stakeholders have access to an issue's status
- Provides a proper escalation process for reviewing, resolving and communicating an issue
- Ensures the communication and documentation of the closure of an issue
- Allows for accurate and necessary metrics collection

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Users, Applications Management Team Members, Application Management Governance Body Members
Customer(s):	❑ Applications Management Team Members (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ An issue arises from a status report and is logged in the Request Issues Management Tracking Tool. ❑ An issue arises from a meeting and is logged in the Request Issues Management Tracking Tool. ❑ An issue arises at any point during the lifecycle of a request for service and is logged in the Request Issues Management Tracking Tool.
***Entrance Criteria:**	❑ An issue (see definition above) has been identified after a meeting, upon review of status reports or during the lifecycle of a request for service.
***Output(s):**	❑ The Request Issues Management Tracking Tool is updated as to the status of the issue. ❑ The Request Issues Management Tracking Tool is updated and an issue is determined to be a change in scope to an existing request for service. (The Receive and Log User Request would be re-entered if this was the case.) ❑ Action items – It is possible that action items occur after an issue is discussed. The Request Issues Management Tracking Tool (comments section, etc. should be updated)
***Exit Criteria:**	❑ An issue has been resolved and closed. ❑ An issue is determined not to be resolvable, or not to be an actual issue and is subsequently closed. ❑ An issue has been discussed and determined to be a new request for service.
Related Processes:	❑ Receive and Log User Request ❑ Validate and Authorize User Request ❑ Prioritize and Categorize User Request ❑ Resolve Simple User Request ❑ Assign Complex User Request

Related Documentation(Job Aids/Procedures)	❑ Capture Request Issues Job Aid, Define/ Analyze Request Issues Job Aid, Assign/ Prioritize Request Issues Job Aid, Comm. Request Issues Closure Job Aid, Close Request Issues Job Aid
Key Tools	❑ Request Tracking Database, Request Issues Management Tracking Tool

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria - In order to enter the Manage Request Issues Process, someone must identify an issue at the following: ❑ a Status Meeting, ❑ upon review of a Status Report or ❑ at any time during a Request/Release's lifecycle	Issue Identifier	Request Issues Management Tracking Tool	N/A
2.	Confirm Issue Exists - The confirmation of an issue should take place after Entrance Criteria is verified. Confirmation is accomplished after research and collaboration with appropriate parties is complete.	Issue Identifier	Request Issues Management Tracking Tool	N/A
3.	Define and Analyze Issue - Before an issue is captured, it will be defined and analyzed by the Issue Identifier. At this point, the Issue Identifier will determine what type of issue exists and draft a short description. The Issue Identifier will also create a brief Action Plan (if required by a Manager) that should determine who the Issue Owner and stakeholders for the Issue will be. (See Define/Analyze Request Issues Job Aid) The following should be drafted at this point of the process: ❑ Issue Detailed Description (High Level Description of issue) ❑ Proposed Action Plan (Initial Plan of Action including action owners, action completion dates, action status) ❑ Comments (General Comments)	Issue Identifier	Request Issues Management Tracking Tool, Define/ Analyze Request Issues Job Aid	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
4.	Capture/Log Issue - Once an issue is identified, defined and analyzed it will be captured in an Request Issues Management Tracking Tool - (Excel Spreadsheet) by the Issue Identifier – (see Capture Request Issues Job Aid). The spreadsheet should be kept in a shared directory for version control. The following fields should be captured at this point of the process. These fields should be completed during this step: ❑ Issue Identifier – (Name) ❑ Issue Identifier # – (Contact Number/Location) ❑ Issue ID # – (All issues should be numbered for tracking purposes) ❑ Possible Impact – (This field identifies the possible impact of the issue if not addressed.) ❑ Issue Detailed Description – (High level description of issue) ❑ Date Issue Logged – (Date the issue is entered in the tool) ❑ Status – (Status of Issue) ❑ Issue Detailed Description (High Level Description of issue) ❑ Proposed Action Plan (Initial Plan of Action including action owners, action completion dates, action status) ❑ Comments (General Comments)	Issue Identifier	Request Issues Management Tracking Tool, Capture Request Issues Job Aid	Request Issues Management Tracking Tool is updated

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
5.	Assign & Prioritize Issue - The Issue Identifier will assign the issue to an Issue Owner primarily based on its type. Both parties will then review and validate the issue as well as determine its impact/urgency. The Issue Identifier and Issue Owner will complete a "Prioritization" field and a "Severity" field within the Issue Management Tracking Tool. This step is performed after the Issue Identifier and Owner have met informally with both of their supervisors. (See Assign/Prioritize Request Issues Job Aid) Accountability and ownership of an <u>issue</u> will be clearly defined to ensure timely resolution. An Issue Owner is responsible for owning the issue from assignment to resolution. At the time an Issue Owner is assigned, a "Resolve by Date" and list of action items are usually determined. The issue should be assigned to an Owner and prioritized depending on its nature and initial proposed action plan for resolution. These fields should be completed or updated during this step: ❑ Issue Owner (Name) ❑ Issue Owner (Contact #/Location) ❑ Release Name/# – (Name and # of release issue arose from) ❑ Resolution Deadline Date (Date issue needs to be resolved by) ❑ Priority (Priority Levels - High/Medium/Low) ❑ Action Plan (Initial + Detailed Action Plans – including action owners, action completion dates, action status	Issue Identifier and Issue Owner	Request Issues Management Tracking Tool, Assign/ Prioritize Request Issues Job Aid	Request Issues Management Tracking Tool is updated

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

6.	Is Issue Resolvable?
	
	If (Y) - For each issue, the owner will determine whether the issue must be addressed and resolved. If the answer is yes, the Issue Owner will continue with Step 7.
	
	If (N) - For each issue, the owner will determine whether the issue is already resolved, is a scope change rather than an issue, or should be closed without resolution because it is immaterial. If either of these is the case, the Issue Owner will go to step 14.
		Issue Owner	Request Issues Management Tracking Tool	N/A

7.	Organize and Facilitate Issue - The Issue Owner should collect, organize, analyze and review all pertinent documentation in order to effectively facilitate the resolution of an issue and begin to work to resolve it. In order to effectively begin to resolve the issue, the owner will have access to all relevant documentation and will notify all appropriate stakeholders.	Issue Owner	Request Issues Management Tracking Tool	N/A
8.	Status Meeting Review - Key issues are reported in routine or event driven Status Meetings. Any pertinent information regarding a specific issue will be communicated to the Issue Owner. Status meetings will take place once a week. The first time through the process, Step 8 is referring to Issue Status Meetings before escalation. (Attendees might include Issue Owners, Team Leads, etc.) *After an issue is escalated it will continue being discussed in status meetings.*	Issue Owner, Applications Management Team Lead & Application Manager	Request Issues Management Tracking Tool	Provide Feedback to Issue Identifiers and Users who initiated the request that the issue relates to

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

9.	Should Issue be Escalated?
	
	If (Y) - The Issue Owner (if at a Team Lead or Manager level) will determine whether an issue requires escalation, based on its priority, the length of time it has been open, and the judgment of the stakeholders involved. If it is determined that the issue needs to be escalated go to Step 10 and then exit to the Escalate Issues Process.
	
	If (N) - If no escalation is needed to resolve an issue go to Step 13.
		Issue Owner, Applications Management Team Lead & Application Manager	Request Issues Management Tracking Tool	N/A

10.	Validate and Document Escalation - The Issue Owner documents in the "Status" field and "Comments" field the fact that the issue needs to be escalated in order to get effectively resolved. (See Escalate Issues Process) *During the Escalation Process the issue should be resolved.*	Issue Owner, Applications Management Team Lead & Application Manager	Request Issues Management Tracking Tool	N/A
11.	Communicate Issue Closure – The Issue Owner will be responsible for communicating the resolution, or closure without resolution of an issue to all stakeholders. (See Communicate Request Issues Closure Job Aid)	Issue Owner	Request Issues Management Tracking Tool, Comm. Request Issues Closure Job Aid	Provide Feedback to Issue Identifiers and Users who initiated the request that the issue relates to

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
12.	Document and Close Issue - The Issue Owner will document the closure of an issue by completing, among others, the Date Closed field. (See Close Request Issues Job Aid). Exit Process. The following fields should be captured/updated at this point in the process. ❑ Resolution Description – (Detailed description of the resolution) ❑ Status – (Status of issue) ❑ Date Closed – (Date issue is closed) ❑ Comments – (General Comments)	Issue Owner	Request Issues Management Tracking Tool , Close Request Issues Job Aid	Request Issues Management Tracking Tool is updated
13.	Resolve Issue - The Issue Owner will continue to resolve the issue having access to all relevant documentation and stakeholders. The Issue Owner will not move beyond this step unless the issue is resolved.	Issue Owner	Request Issues Management Tracking Tool	N/A

14.	Is Issue Actually a Scope Change - The Issue Owner and all stakeholders that need to be involved in the resolution of the escalated issue will decide whether or not to exit the Manage Request Issues Process and enter the Receive and Log User Request Process. (Refer to Introduction for definition of Issue.)
	
	If (Y) – If issue is determined to be or will lead to a scope change then exit the Manage Request Issues Process and go to the Receive and Log User Request Process. A scope change is defined as a modification (addition, change or deletion) to any deliverable, activity or quality standard in the project baseline.
	
	If (N) – If it is determined that a scope change will not occur go to Step 11.
		Issue Owner	Request Issues Management Tracking Tool	N/A

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
15.	Verify Exit Criteria - In order to exit the Manage Request Issues Process, the Issue Owner must verify that all exit criteria has been met.	Issue Owner	Request Issues Management Tracking Tool	N/A
Stop				

1.1.8 Close User Request

Introduction

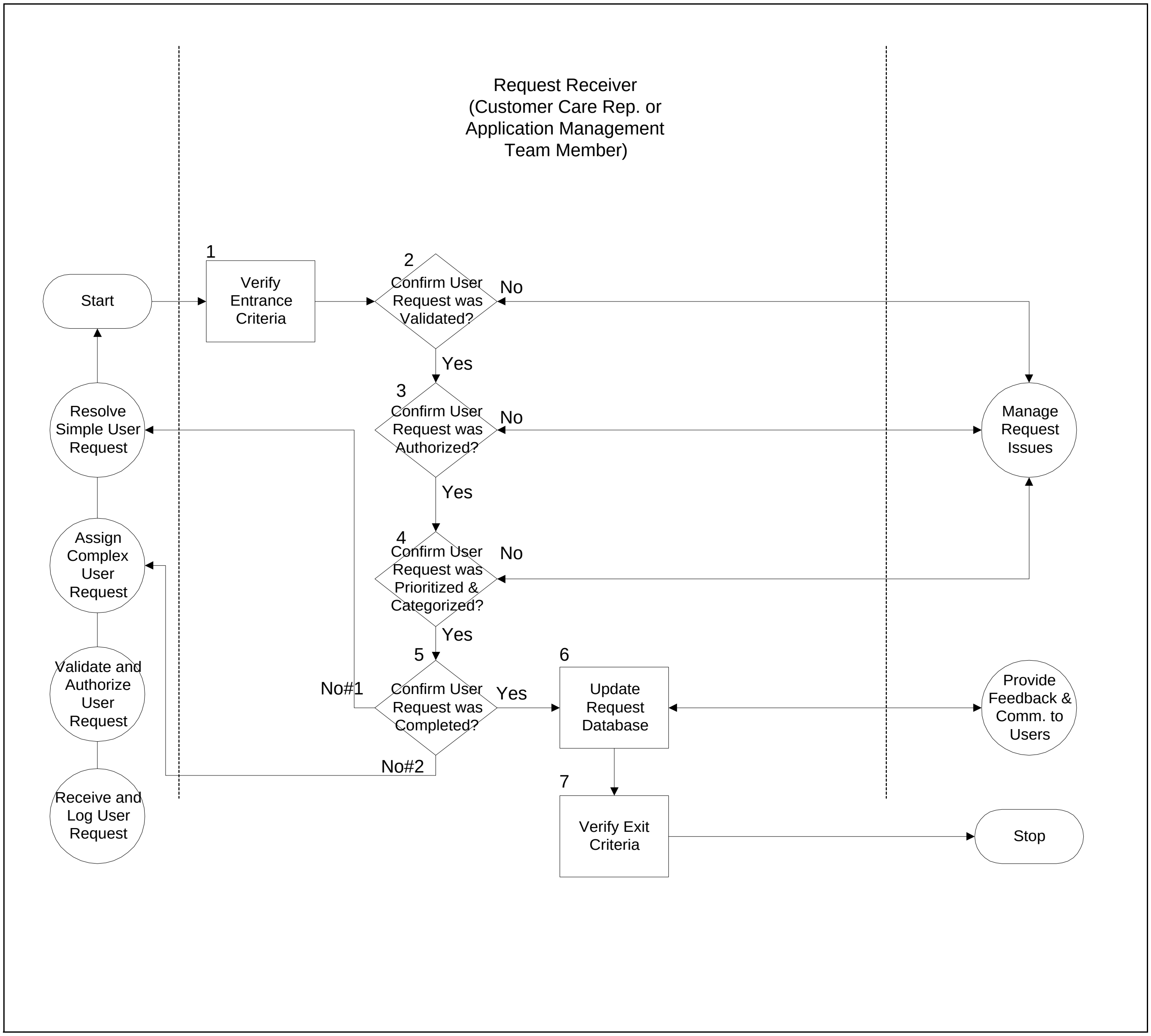
This process defines the actions to be undertaken by the Applications Management Group. It ensures that a request is closed in a timely and accurate manner, only after it has been reviewed and discussed by the Requester, Request Receiver, Applications Management Team Lead and appropriate parties . Requests can be closed for various reasons and at various times throughout the Request Management Process Architecture.

** Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

Process Owner:	❑ Application Manager
Supplier(s):	❑ Applications Management Team Member, Users
Customer(s):	❑ Applications Management Team (Internal Customer), Users of a particular application (External Customer)
***Input(s):**	❑ A completed Simple User Request. The status field in the Request Tracking Database is updated (Closed – Authorized and Valid). ❑ A completed Complex User Request. The status field in the Request Tracking Database is updated. (Closed – Authorized and Valid) ❑ An Invalid Request. The status field in the Request Tracking Database is updated. (Closed – Invalid) ❑ A Request that has not been authorized. The status field in the Request Tracking Database is updated. (Closed – Not Authorized)
***Entrance Criteria:**	❑ A Request has either been completed, has been determined to be invalid or has not been authorized. ❑ A Request has been determined to be Out of Scope (> 80 hours)
***Output(s):**	❑ A Request has been closed in the Request Tracking Database. ❑ Appropriate Feedback provided to Requester - Appropriate feedback is provided to the Requester depending on a requests priority and current status. ❑ Supporting Documentation – Any additional documentation, that is pertinent, relating to a Request being closed.
***Exit Criteria:**	❑ A Request has been closed.

Related Processes:	❑ Receive and Log User Request ❑ Validate and Authorize User Request ❑ Prioritize and Categorize User Request ❑ Resolve Simple User Request ❑ Assign Complex User Request ❑ Provide Feedback and Communicate to Users
Related Documentation (Job Aids/Procedures)	❑ none
Key Tools	❑ Request Tracking Database

Process Workflow Diagram



Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Verify Entrance Criteria – At this point in the process an Applications Management Team Member should verify that all Entrance Criteria has been met.	Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A

2.	Confirm User Request Was Validated – An Applications Management Team Member must confirm that the Request was validated correctly. This can be done by reviewing all documentation as well as the Request Tracking Database.
	
	If (Yes) – Go to step 3
	If (No) – Enter Management of Request Issues Process
		Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request, Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is updated

3.	Confirm User Request Was Authorized – An Applications Management Team Lead must confirm that the Request was authorized by the appropriate parties. This can be done by reviewing all documentation as well as the Request Tracking Database.
	
	If (Yes) – Go to step 4
	If (No) – Enter Management of Request Issues Process
		Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request, Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is updated

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes

4.	Confirm User Request Was Prioritized and Categorized - An Applications Management Team Member must confirm that the Request was prioritized and categorized consistent with previous requests. This can be done by reviewing all documentation as well as the Request Tracking Database.
	
	If (Yes) – Go to step 5
	If (No) – Enter Management of Request Issues Process
		Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request, Request Issues Management Tracking Tool	Request Issues Management Tracking Tool is updated

5.	Confirm User Request Was Completed- An Applications Management Team Member must confirm that the Request was completed by reviewing all documentation as well as the Request Tracking Database.
	
	If (Yes) – Go to step 6
	If (No) – Enter either the Resolve Simple User Request or Assign Complex User Request Process
		Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A

6.	Update Request Tracking Database – The Request Tracking Database status field should be updated with the Closed Request Status.	Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request	Request Tracking Database is Updated, Provide Feedback to Requester
7.	Verify Exit Criteria – At this point in the process an Applications Management Team Member should verify that all Exit Criteria has been met.	Request Receiver, Applications Management Team Lead	Request Tracking Database and any documents relating to a particular request	N/A
Stop				

Revision Log

This log should be updated after each new version as a means of tracking the changes that have been made to the document. Relevant information includes: date of revision, name of person making the revision, and a short description of the changes.

Version	Revised By	Description of Changes
1.11	Brett Polloway, Russell Brooke	Reset the Revision Log. Removed references to Transition and specific applications (i.e. SFANet). Replaced Application Manager role with Application Manager. Removed Assumptions Section Align processes to tool requirements