

Automating Infrastructure Service Request (ISR)

Status of the requests, number of requests received/serviced on a specific date by the IT department are available.



CASE STUDY

REQUIREMENT

Infrastructure request could be hardware allocation, software installation or accessories like head phone.

An employee of Company X manually would fill a form for an infrastructure request mentioning the request description. This request has to be approved by the employee's lead. In specific cases like license activation or any other special requirement, additional approval from the CEO/COO would be required. Once the request is approved, the form is handed over to the IT department to service the request.

Keeping in mind the number of requests in a day, the paperwork involved, maintaining records etc, Company X decided to automate the infrastructure request and service.

SOLUTION

The SharePoint team automated the infrastructure service and request by creating workflows in MOSS and Microsoft InfoPath 2007.

CUSTOM DEVELOPMENT

Request for an infrastructure service was via a user interface developed using InfoPath. Custom workflows were developed to route the request to the requester's lead for approval. The approved request is then sent to the IT department for service. Digital signatures are used at every level of approval. Custom workflows also track the status of the request like pending, reject, on hold (more details are required by the lead or the IT person) etc.

REQUESTER/LEAD

Requester can key in the request and send it to his/her lead for approval. An email will be sent to the lead about the pending approval and the request details. The requester can also view his/her past requests.

The lead can approve the request and send it to the IT department for service, reject the request, send the request back to the requester for more information. An email will be sent to the requester when the lead updates the status of the request. The lead can view the past requests approved by him/her.

IT PERSONS

When a request has been approved by the lead, an email will be sent to the IT department about the request. The IT persons can view the list of pending requests.

The IT person can update the status of a request once the request has been serviced. The IT person can reject a request by giving valid reasons. An email will be sent to the requester and his/her lead when the IT person updates the status of the request.

BENEFITS

Reports – Status of the requests, number of requests received/serviced on a specific date by the IT department are available.

Search - Extensive search capabilities will enable a user to easily find the information that they need.

Audit trail - The system holds a detailed log about all the transactions and emails sent.



N-Tier Business Solutions Private Limited

INDIA : New No. 22/1, Sardar Patel Road, Kasturba Nagar, Adyar, Chennai - 600020, India.
Tel. : +91 44 42303168 - 72 (5 Lines), +91 44 24916386
Fax : +91 44 42303163, +91 44 24916387
URL : www.ntierbusiness.com E-Mail : enquiries@ntierbusiness.com

AUSTRALIA : Suite 19, 103 George Street Parramatta, Sydney NSW 2150, Australia.
Phone : 1300 85 45 02
URL : www.ntierbusiness.com.au E-Mail : enquiries@ntierbusiness.com.au