# ChangeGear®

# Service Request Management

Data Sheet

## Why ChangeGear

**Single Platform** - fully integrated modules

**Simple-to-Deploy** - deploy in days, not months

**Cost-Effective** - low total cost of ownership when compared with other enterprise ITSM solutions

**Seamless Integration** - easily integrate with other systems or processes

**Flexibility** - quickly adapt processes to meet your business needs without coding

**ITIL Alignment** - utilize ITIL-based processes out of the box for fast ROI

**Cloud or On-Premises** - flexible delivery options to meet your needs

## Benefits

- Separate your Service Request Fulfillment from Incident Tickets
- Easy escalation to Incident, Problem or Change
- Raise the level of your ITSM maturity
- Dramatically improve customer satisfaction
- Ensure SLA reliability
- Increase visibility of IT across the enterprise

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## Separate requests from incidents

Implementing the ChangeGear Service Request Management module allows your IT Organization to better manage the most common and low impact Incident types in a more efficient and cost effective manner while improving your ITIL based processes. With Service Request Management your users will be able to request information, advice, standard changes or access to an IT Service.

## Build ROI from requests

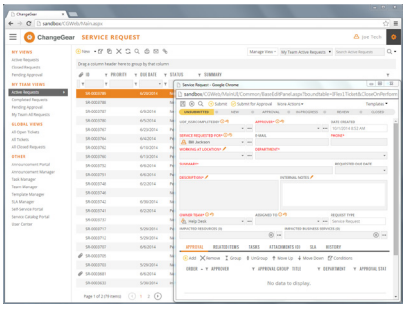
The ITIL term “Service Request” is used as a generic description of various frequent changes that are low risk and small cost. Because of the large volume and low impact of these requests, it makes sense from a strategic IT viewpoint for them to be managed under a separate process. This eliminates the congestion often caused when Requests are included in the Incident Management processes.

## Building a service request management queue

Separating out simple Requests from your Incident tickets will help to streamline your processes and allow simple Requests such as password resets or new user services to be handled by your Tier 1 Service Desk support or to be efficiently routed to the appropriate delivery organization. With the addition of the Service Request Management module, your Incidents categorized as Requests can be fulfilled in a separate ticketing stream. This allows improved management, SLA tracking and ROI.

## Manage fulfillment by group

With the Service Request Management module, you can easily automate tickets to be directed to specific fulfillment groups beyond the Tier 1 Service Desk. Your IT Organization will drive increased efficiency and improved communication by automating the fulfillment of basic requests such as physical building access – directed to Facilities; new hire on-boarding – directed to HR.




## Full integration

With the Service Request Management module your Request tickets are still fully integrated with the ChangeGear ITIL framework. You can easily escalate a Request ticket up to Incident, Problem or Change. The fact that these modules are so seamlessly integrated means that the learning curve for both the Service Desk and end-user is almost non-existent. The change will drive immediate ROI and your user satisfaction will increase dramatically.

## Simplify auditing and compliance

Regulatory compliance measures like SOX, GLBA, NERC, FISMA, HIPAA, and PCI place a heavy burden on IT organizations looking to provide stringent accounting of IT controls, processes, applications, and infrastructure.

ChangeGear provides a valuable audit-trail for every request for IT resources. ChangeGear’s robust reporting and auditing tools simplify regulatory compliance by providing:

- Historical records of request fulfillment
- Control and management of existing gaps in processes
- Real-time and comprehensive compliance reports for auditors

## Meet the demands of your business with configurable workflows

Based on the ITIL best practices, ChangeGear’s extensible workflow allows IT organizations to define and automate the way they want to work. ChangeGear’s workflow enables you to manage and automate all aspects of the request lifecycle. Using the Visual Workflow Editor, you can customize the workflow to meet your specific process needs, defining the actions for each stage in the workflow, and setting notifications and alerts based on actions or workflow status. This enforces best practices, streamlines processes, and guarantees repeatable outcomes.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