



Sample Document: Service Desk Process Flow

*“If you can’t describe what you are doing as a process,
you don’t know what you’re doing.”*

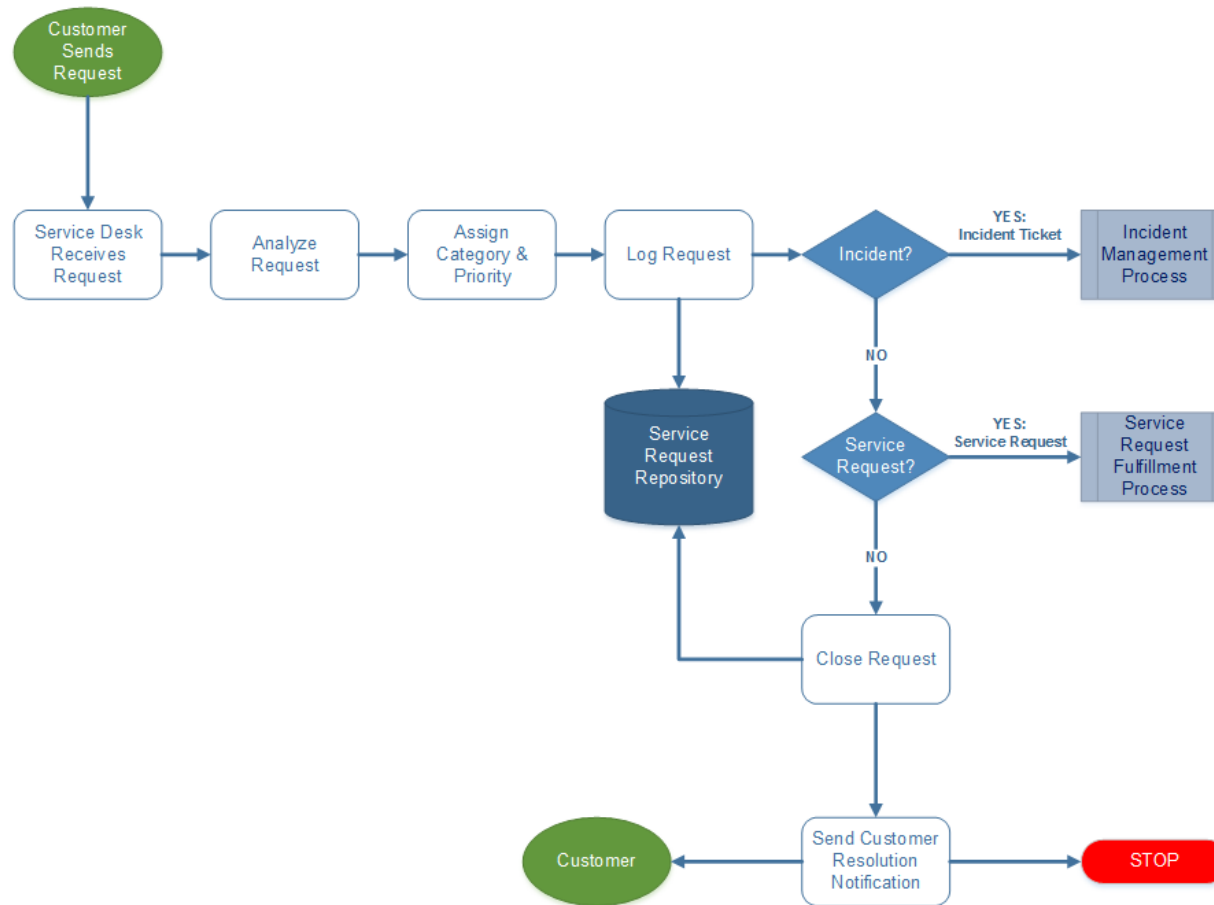
W. Edwards Deming



Service Desk

The Service Desk provides a single central point of contact for all users of IT. The Service Desk logs and manages incidents, service requests and access requests and provides an interface for Service Operation processes and activities.

Service Desk Process

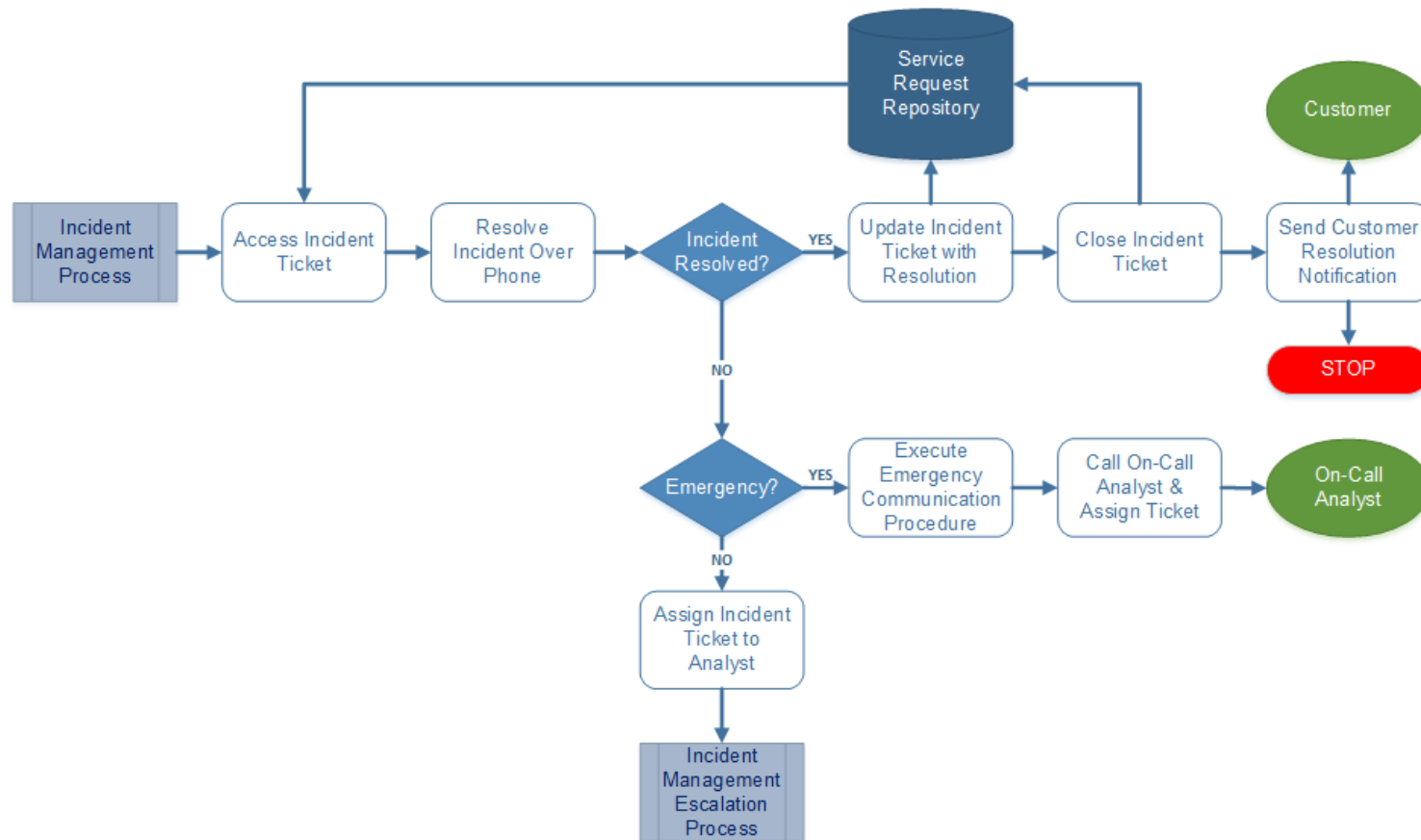




Incident Management

The goal of the Incident Management Process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Incident Management Process

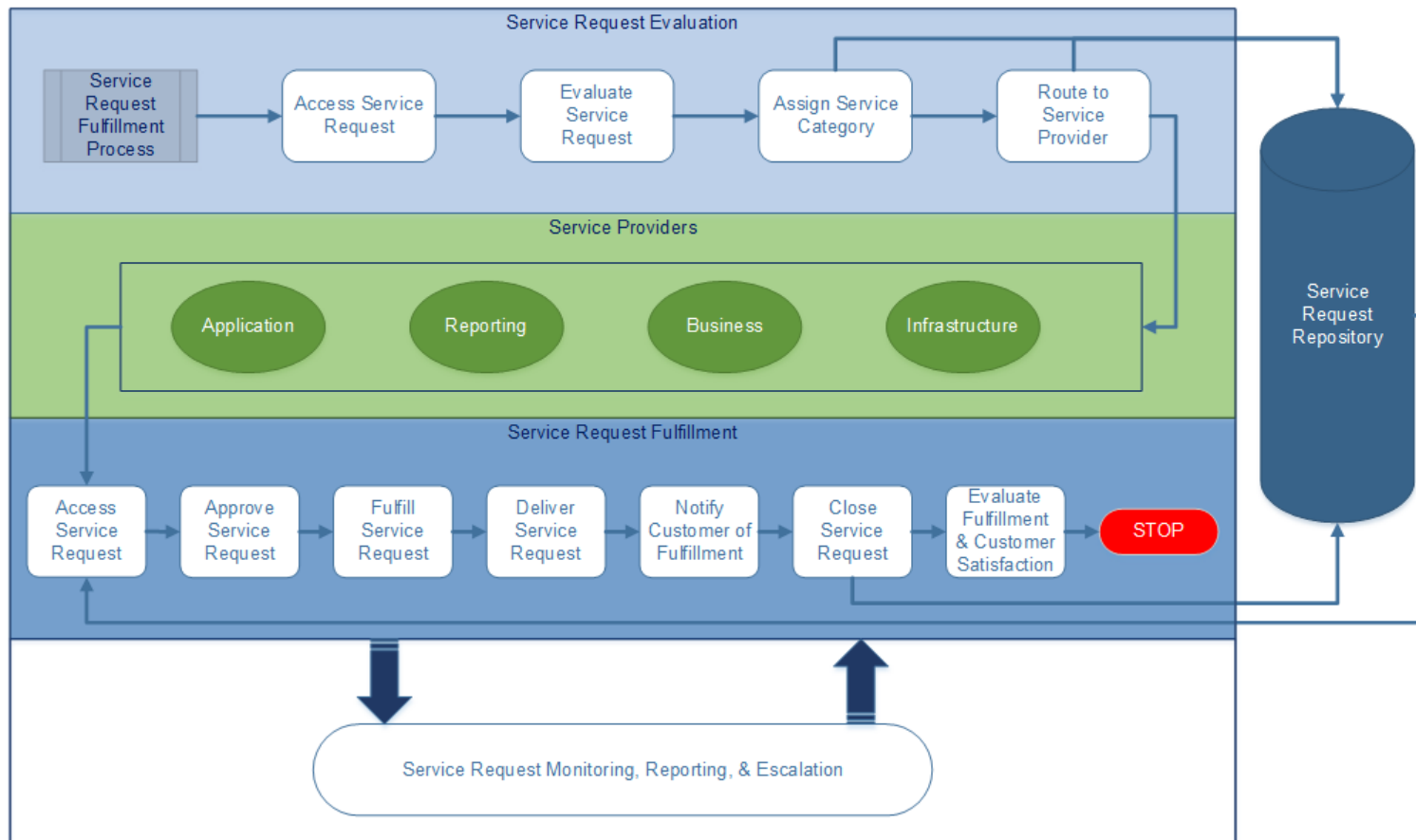




Service Request Fulfillment

Request fulfillment (or request management) focuses on fulfilling Service Requests, which are often minor changes (e.g., requests to change a password) or requests for information.

Service Request Fulfillment Process

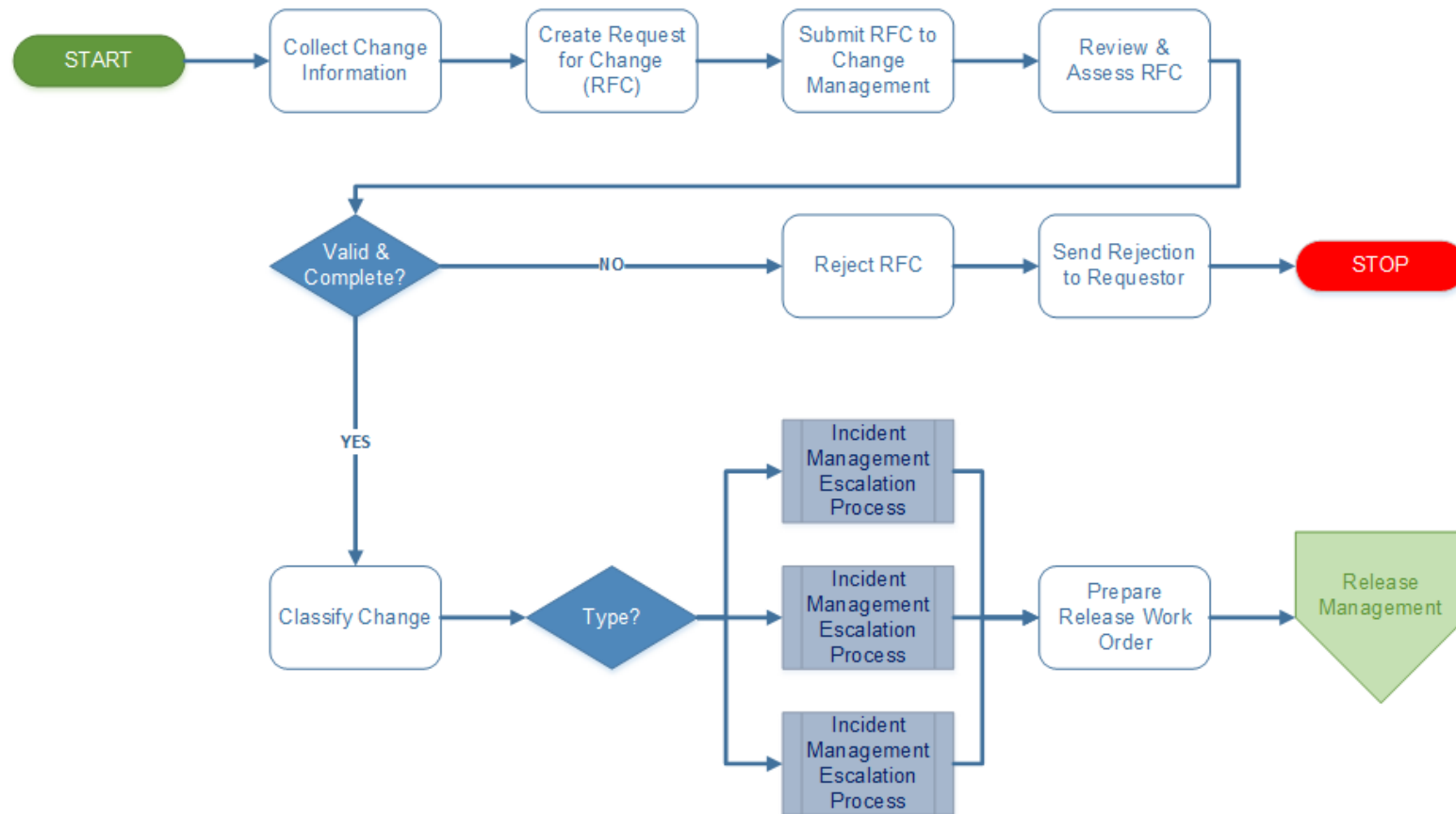




Change Management

A change is an event that results in a new status of one or more configuration items (CIs), and which is approved by management, cost-effective, enhances business process changes (fixes) – all with a minimum risk to IT Infrastructure.

Change Management Process

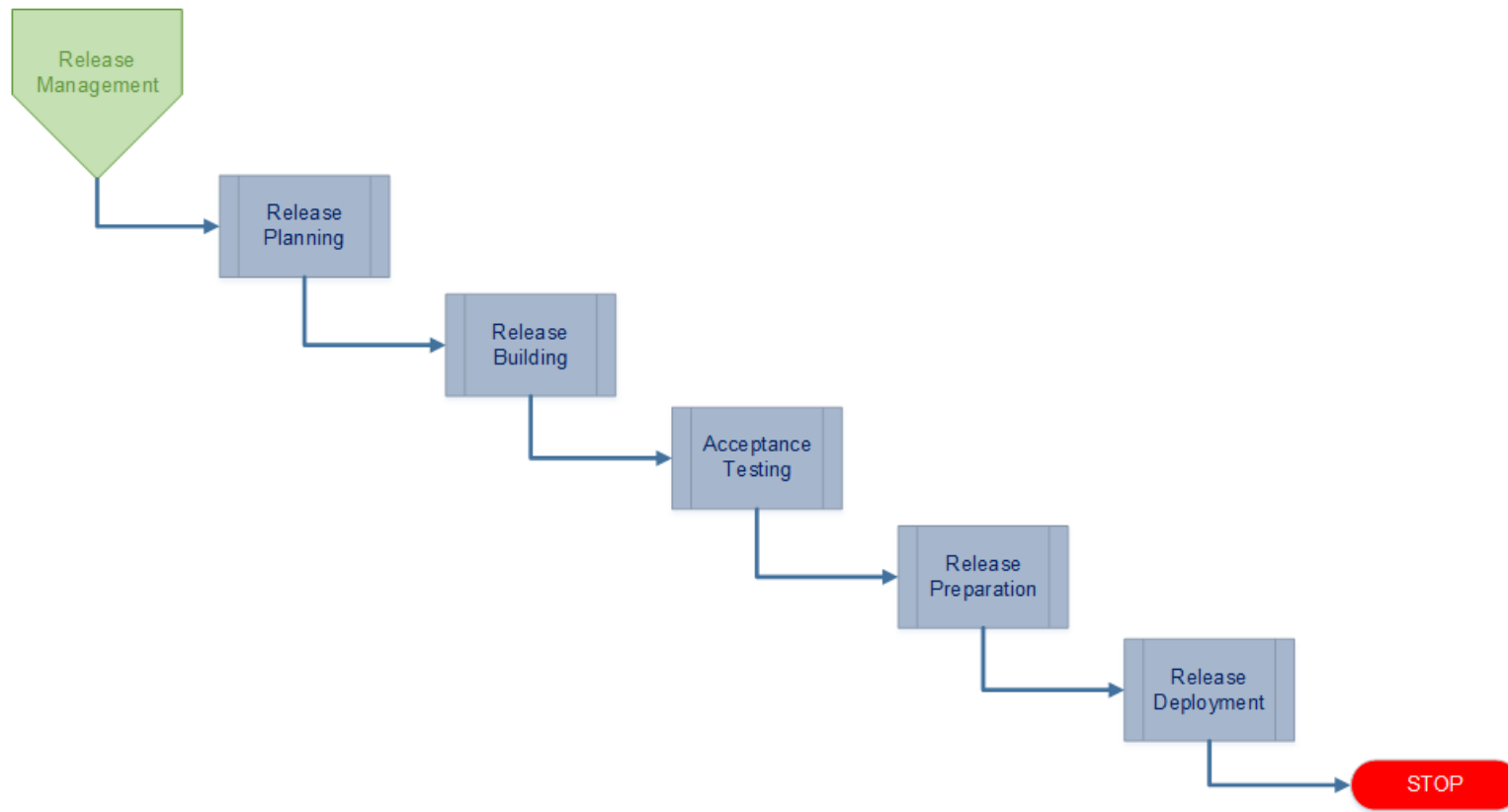




Release Management

Release management focuses on the protection of the live environment and its services through the use of formal procedures and checks. The goal of the Release Management process is to assemble and position all aspects of services into production and establish effective use of new or changed services. Effective Release Management delivers significant business value by delivering changes at optimized speed, risk and cost, and offering a consistent, appropriate and auditable implementation of usable and useful business services.

Release Management Process





About JC MR Technology

Consistent, Quality Delivery Every Time – No Excuses

At JC MR Technology, we have a mantra: Consistent Quality Delivery, Every Time, NO EXCUSES. Our top priority is to ensure that our clients have the appropriate technology to support their specific business needs and are relieved of unnecessary worry about their Information Technology operations. We know how important it is to remain focused on primary business objectives, and Information Technology is ours.

JC MR Technology allows our clients to focus on driving their business while we focus on their internal infrastructure. Our Professional Services team and our extensive experience with Tier 1 manufacturers enables our clients to consolidate and simplify their IT organization.

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