**UniQuE**

Request Fulfillment Procedures

(Engagement Name and Id)

(Client)

**Document History**

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| Version | Date | Author | Changes |
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**Review And Approval**

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1. Introduction
   1. Purpose Of The Document

This document details the roles, responsibilities and procedures to satisfy the Request Fulfillment process, provided by Capgemini to <Client name> for the <Contract>.

The main objective is:

* To create mutual understanding of Capgemini and the Client about how this process can be delivered to meet the agreements with the Client, as specified in the Service Contract. This is done by:
* Clearly defining the organization and related responsibilities of Capgemini and the Client.
* Defining the processes and procedures required to provide service to the client in accordance with the Service Level Agreements.
* Defining the Key Performance Indicators (KPI) for Request Fulfillment.
* To ensure that the terms of the Service Contract are fully understood by the Request Fulfillment Manager and responsible delivery teams, demonstrate the acceptance of this document.
* To clearly define the responsibilities of Capgemini.
* To identify and establish a common understanding of the approach and components used during the service, (i.e. procedures, rules and applicable methods).
* To document or reference the specific versions of procedures, standards and methods which are applicable to the delivery of the service, incorporating Client procedures, as applicable.
* To provide an outline of the Technical Environment and tools used within the Service Engagement.
  1. Control Of The Document

The Engagement Manager (EM) in collaboration with the Request Fulfillment Manager is responsible for setting up the initial version of this document and the periodic maintenance of this document. This document should be minimally reviewed yearly and if needed, intermediate versions can be published. Each adjustment on this document should be agreed by the Client and Capgemini.

The log file of this document consists version number, date version, enhancements for specific version and author of the document. For significant adjustments “n.0” will be used and for small intermediate versions “n.x”.

* 1. Owner

Owner of this document is the Request Fulfillment Manager of the Service Engagement.

* 1. Distribution

Each version will be distributed to all stakeholders of Capgemini and the Client. Each stakeholder is responsible to take notice of this document, communicate to his teams and act accordingly.

* 1. Definition Of Terms And Abbreviations

|  |  |
| --- | --- |
| Term | Definition |
| CMMI for Services | Capability Maturity Model Integration for delivery of Services |
| ITIL | Information Technology Infrastructure Library |
| ISO | International Organization for Standardization |
| SGP | Service Governance Plan |
| SLA | Service Level Agreement |
|  |  |

* 1. References

|  |  |
| --- | --- |
| Reference | Source |
| UniQuE | https://e-3d.capgemini.com/sites/SSC2/GroupQMS/SitePages/QMS.aspx |
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1. Overview
   1. Scope And Requirements

*<<**Mention the scope (in scope and out of scope) based on the engagement contract. Also link the Requirement document>>*

* 1. SLA And KPI

<<Refer to SLA and if needed, add list additional agreed (internal and external) KPIs>>

1. Organization
   1. Service Organizational Chart

<<Mention the Organizational Chart to depict the teams responsible for this process within the Service Engagement. This would include Client team, Capgemini team, stakeholders and third-party vendors where ever applicable>>

* 1. Service Teams
     1. Client Team

The Client in an IT service provider is the person or group who defines and agrees the service level targets.

<<Mention the Client point of contacts, outlining their responsibilities and specific areas of expertise. Define contacts per group and language (if relevant)>>

* + 1. Capgemini Service Teams

<<Define the various Resolver Teams involved, outlining their responsibilities (e.g. 2nd/3rd Line Support) and specific areas of expertise. Define contacts per group and language (if relevant).

The language per team should be defined as well. If translation issue is relevant for the Service Engagement, precise the language for every information exchanged and when the translation is performed>>

* + 1. Subcontractors / Third Parties

<<Describe any interfaces to subcontractors, including third party resolver teams. How will service requests be communicated/updated when third parties are involved e.g. interfaces between Service Management tools>>

1. Request Fulfillment Process
   1. Handling Service Requests
      1. Receive Service Requests

*<<Mention the procedure followed to identify the service requests which need approval and seek approval from the respective authority on the same>>*

* + 1. Obtain Approval

*<<Mention the steps followed to obtain approval on the service requests>>*

4.1.3 Assign And Resolve Service Request

*<<Mention the procedures followed to assign and resolve the service requests based on the type of request>>*

4.1.4 Close Service Request

*<<Mention the procedures followed to close the service request in the IT Service Management tool>>*

* 1. Manage Service Requests And Actions

*<<Mention the steps required to manage the service requests and its respective actions. This includes the steps taken to manage all the pending service requests, outstanding issues and actions taken. Any escalations during Request Fulfillment are also handled and actions identified to prevent future escalations must be discussed in the escalation communications>>*

* 1. Review Request Fulfillment

*<<Mention on how the agreed measurements of this process are captured and analyzed>>*

* 1. Main Interfaces With Other Processes

*<<Mention the inter dependency of this process with other processes. Cross reference to any other process or plans can also be mentioned here>>*

* 1. Process Improvement Procedures

*<<Mention the procedures for the improvement opportunities and actions identified for this process>>*

* 1. RACI

*<<Mention the detail roles and responsibilities of service teams for this process>>*

1. Communication
   1. Meetings

*<<Mention the meetings along with details like frequency, team, purpose, etc. required during the life cycle of the Service Engagement>>*

* 1. Status Reporting

*<<Mention the status reporting details (frequency, template, distribution list, etc.) as agreed with the Client>>*

* 1. Escalation Mechanism

*<<Define the escalation mechanism which must be followed within the Service Engagement to address the Request Fulfillment escalation. Normally it includes the mechanism to address the issues, escalation criteria for missed deadlines, action list, etc.>>*

* 1. Stakeholder Communication

*<<Identify the list of stakeholders for this process and mention the instances and mode of communication for the same>>*

1. Request Fulfillment Tools

*<<Mention the tools and its purpose used to execute the process within the Service Engagement>>*