

Title: Remedy Requests requiring Multiple Service Providers

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Whenever we receive a Remedy request, not including hardware failures, where multiple service providers are needed to satisfy the overall request we are **NOT** to direct the customer or user to fill out more Remedy requests.

We are to work with the customer or user acting as a *liaison* between them and the service provider(s) in coordinating the resolving of their request.

For example, a user requests access to Discoverer. This is a multi-service provider request where the individual will

- 1) need an oracle account;
- 2) have the software installed on their system; and
- 3) their system's IP address added to a firewall exception.

In the above example, an initial Remedy request is created by either a user or a Service Desk Agent. Then 3 Remedy "relationship requests", one each for the different Service Providers, is created by the Service Desk with the Service Desk Agent being the "*Customer*".

Change the original Remedy request to a *Status* of "**Pending**" and the *Status Reason* to "**Request**" after creating and assigning the *Relationship* requests.

The Service Desk Agent will then receive email notification in their personal Inbox from the service provider that he or she has completed their portion of the request.

The "relationship" requests can be managed by Service Desk Agent using the Relationship tab within Remedy.

Once all of the "relationship" requests have been completed, the Service Desk Agent can either *telephone* or *email* (sent from within the original Remedy request) asking the requester if the initial request has been satisfactorily completed. Note: if you decide to *call* the requester, please record your action in the Remedy Work Info *Summary / Notes* field(s).

After receiving confirmation from the requester that their request has been satisfied, mark the original request "**Resolved**".