I. PURPOSE

The purpose of this document is to define the Request Fulfillment policies for use across the University Information Technology (UIT) and the Information Technology Services (ITS) organizations.

II. OBJECTIVE

The objective of Request Fulfillment is to handle all service requests by providing information regarding how to request and receive standard services using predefined request models.

III. SCOPE

This policy applies to all UIT/ITS employees, contractors, vendors, departments, business areas, functional areas, and affiliated organizations.

IV. POLICY

The UIT/ITS shall facilitate definition of procedures, metrics, and documentation necessary to implement Request Fulfillment.

Service Requests shall be managed using the predefined process flows developed in accordance with the Request Fulfillment Process.

Service Owners shall identify standard services to be handled by Request Fulfillment.

All requests shall be authorized before fulfillment activities occur.

All requests shall be logged and managed to ensure they are fulfilled in a consistent repeatable manner.

The Service Desk shall serve as the central point-of-contact for communication for all requests and have full visibility into request models to monitor and escalate requests.

An audit shall be routinely conducted to assess if request models are created in compliance with policy and procedures.

V. REGULATORY INFORMATION

NA

VI. GOVERNANCE

The Process Owner is responsible for the enforcement of this policy and the approved processes and procedures related to implementation of the policy.
VII. ENFORCEMENT AND EXCEPTIONS
This binding policy document is approved by the UIT/ITS's Executive Leadership Team. Infractions of these policies could result in disciplinary action.

Exceptions to these policies can be approved by the UIT/ITS's Executive Leadership Team.

Changes to corresponding Processes and Procedures may be made by the Process Owner.

VIII. POLICY REVIEW
The applicable policy, process, and procedure documents shall be audited, reviewed, and revised as necessary at a minimum interval of every one (1) year to ensure relevance, fit for purpose, and fit for use.

The applicable processes and procedures shall be audited, reviewed, and revised as necessary when the Policy is modified.

IX. REFERENCES
Definitions Document
Request Fulfillment Process

X. APPROVALS

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<tr>
<th>Approval Body:</th>
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<td>Approval Date:</td>
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XI. REVISION HISTORY

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<tr>
<td>09.09.15</td>
<td>1.0</td>
<td>Initial creation.</td>
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Revision #: 1.0  Supersedes: N/A  Date: 09.09.15

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