

SERVICE REQUEST MANAGEMENT

Including Transport request module

ADVANTAGES AND BENEFITS

Benefits for those transmitting requests (through the Web)

- Presentation of written requests to the person responsible
- Monitoring of the evolution of requests
- Follow-up of requests

Benefits for those managing requests

- Efficient management of curative or preventive requests
- Better control of tasks performed by your employees and service suppliers
- Personalization of request characteristics allowing for classification
- Generation of relevant statistics
- Simplified management of your computing equipment inventory
- Control of software licences
- Preventive care of your equipment through maintenance plans
- Monitoring of tasks performed on the equipment

Benefits for employees

- The Web allows for better task control and completion.

Service request management is a system divided into four main sections. The **Request management** section is used for the simple and efficient overseeing of the service requests made by the people in your organization. The service requesters use the Web to create and follow up on their service requests. As for the managers, they have two possibilities for managing the requests they have been sent: in the Achat application or through the Web interface. The service requests can be of various types: curative, preventive, transport, computers, etc. The security is set up so that each participant (requester, approver, manager, employee) may consult and update only the service requests for which they are responsible.

The second section, **Maintenance plan**, revolves around the Inventory module of the Approvisionnement group. It allows the manager to plan when the preventive maintenance tasks are to be performed on your organization's equipment. When it is time for the maintenance on the equipment, the manager uses the maintenance plans to generate the service requests to assign the personnel to carry out the maintenance.

It is possible to retrieve from Service Request Management SIMACS equipment in order to schedule maintenance. (SIMACS stands for *Système informatisé de maintien des actifs immobiliers des commissions scolaires – Computerized System for the Maintenance of School Board Real Estate Assets* .)



The third section, **Computers**, is used to efficiently enter, manage and process the information regarding both the hardware and software making up the computing equipment. It is also possible to control the licences for the software installed on the workstations.

The fourth section, **Transport Request**, (a web application) allows an easy and efficient processing of transport requests. While answering the call, the agent checks the transport coordinates of the student. A full recall of the students' transportation history will pop up in order to avoid any duality of data input. The agent will thus proceed with a new request in a new category when needed. The responsible party at the school can consequently proceed to a call consultation and management in order to make all necessary changes in the student files when applicable.

Intended clientele

- Mainly the staff from the Equipment and Information technology departments for the management of requests
- The staff for the Transport for the call follow-up
- All the organization's employees for the creation and follow-up of requests

Main features

Service request management

This activity is used to standardize the request management operations and to process the data collected in order to extract the relevant statistics.

- Creation and follow-up of requests through the Web by the requester
- Control of requests by the manager
 - Materials
 - Manpower
 - Service contracts
 - Fragmentation
 - Massive generation of requests (duplicate)
- Assignment of work vouchers to workers
- Linked to the Approvisionnement, Inventory and Store activities

Maintenance plan

This activity allows the managers to supervise the maintenance plans linked to the departments/buildings for which they are responsible.

- Define the maintenance plan
 - Description
 - Frequency
 - Equipment involved
 - Materials
 - Tasks
- Generate service requests from the maintenance plans
- Using the control panel, ensure the maintenance plans are observed
- Print the maintenance plans
- Import SIMACS - based equipment



Computers

This activity allows the manager of the Information technology department to efficiently manage and process the data concerning the workstations making up the computing equipment.

- Automated entry of computer inventory, ensured by an agent on each workstation (Microsoft Windows Operating system)
- Importing of data from other inventory software
- Consultation of the hardware and software detailed information for a workstation (computer)
- Management of licences (corporate and/or departmental)
- Printing of information regarding computing equipment

Transport Request

This activity is used to standardize the transport request calls and to process the data collected in order to extract the relevant statistics.

- Creation and follow-up of requests through the web.
- Requests set up by categories.
- Access to students files (New Géobus, Jade)
- Search by criteria
- Access transportation by laws

Main functions

- Creation and monitoring of requests by those who submitted them
- Management of requests as a manager and as an employee
- E-mailing of requests to the various people involved, such as suppliers
- Printing of requests and work vouchers
- Powerful and efficient search tool
- Report editor for the personalization of various reports
- Integration to the supply process
- Management of maintenance plans
- Management of computing equipment
- Management of licences
- Management of transport requests



For more information please visit our Web site at www.grics.qc.ca, or communicate with Customer Service at (514) 251-3730 or by e-mail at info@grics.qc.ca.