

Service Request Fulfillment

Service Request Fulfillment is the process charged with assisting users in situations where **no service degradation or interruption is involved.**

Service Request Fulfillment provides **a means of addressing common user requests** for non-incident support, new equipment, training, etc.

Service Request Fulfillment frequently makes use of **Standard Changes** and automation to meet user requests more efficiently.

- Service Request Fulfillment can reduce the load on the Incident Management process by providing a means of addressing non-incident related requests before they enter the Incident Management stream

Itil V3 Service Operation Study Guide

DJ Losen



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