# SERVICE REQUEST FORM

**Service request ID**

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
</table>

**Service Request details**

<table>
<thead>
<tr>
<th>Service request</th>
<th>Requesting person</th>
<th>Priority</th>
</tr>
</thead>
</table>

**Description**

<table>
<thead>
<tr>
<th>Action taken</th>
<th>Approved by</th>
</tr>
</thead>
</table>

**Service Request Opened by**:  
- Name  
- Telephone  
- E-mail

**Service Request fulfillment**

<table>
<thead>
<tr>
<th>Resolution status</th>
<th>Closure category</th>
<th>Issue</th>
<th>Related service request</th>
</tr>
</thead>
</table>

**Comment [BV1]**: This document is used for opening a service request by e-mail, i.e., user does not have access to the phone or (if present) tool to open service request.

**Comment [BV2]**: This will be filled by IT department (person who receives service request, e.g., Service Desk).

**Comment [BV3]**: Use only the following categories:

- Issue: Request for new, update, or change to current product or service.
- Bug: Problem/issue that has been identified.
- Other: Any other type of request.

**Comment [BV4]**: Enter integer value from 1 to 5.

**Comment [BV5]**: Enter name, last name of the person who is authorized to confirm requirement in service request. Categories which needs approval: [enter categories]

**Comment [BV6]**: In format: name, last name

**Comment [BV7]**: Use this area only if request fulfillment process.