

[organization logo]
[organization name]

SERVICE REQUEST FORM

Service request ID

Timestamp

Date
Time

Service Request details

Service request

Requesting person

Priority

Description

Approved by

Approved by

Service Request Opened by:

Name

Telephone

E-mail

Service Request fulfillment

Resolution category

Closure category

User feedback

Related service request

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:

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.