We need a way to track that a new service request is being looked at and not falling off the radar. A new status could be “parked”. “It’s in Project Management”
We’d like to have something that we can continually track the ticket/project. How are we going to provide visibility and tracking as it moves through the process? It’s also accountability to the client. ***It’s like a FedEx package that is being delivered. Where is the thing they asked for?
• We need to capture this information and we need to look into it. Not necessarily through IT Request

Where is the replacement for IT Request?

New services and service delivery that need consultation maybe shouldn’t be tracked in IT Request. Maybe another workflow application is needed. Do we really understand the volume of everything that comes to us? We need to estimate how many work requests we get. All IT requests. Things that ARE NOT incidents. DL’s to be questioned.
*All work needs to go through the classification key.

There are several examples of processes that work for everyone EXCEPT ITS!! We need a DL.
In the small purchases of software, is there due diligence? Beefing up the DL role and re-emphasizing certain roles.