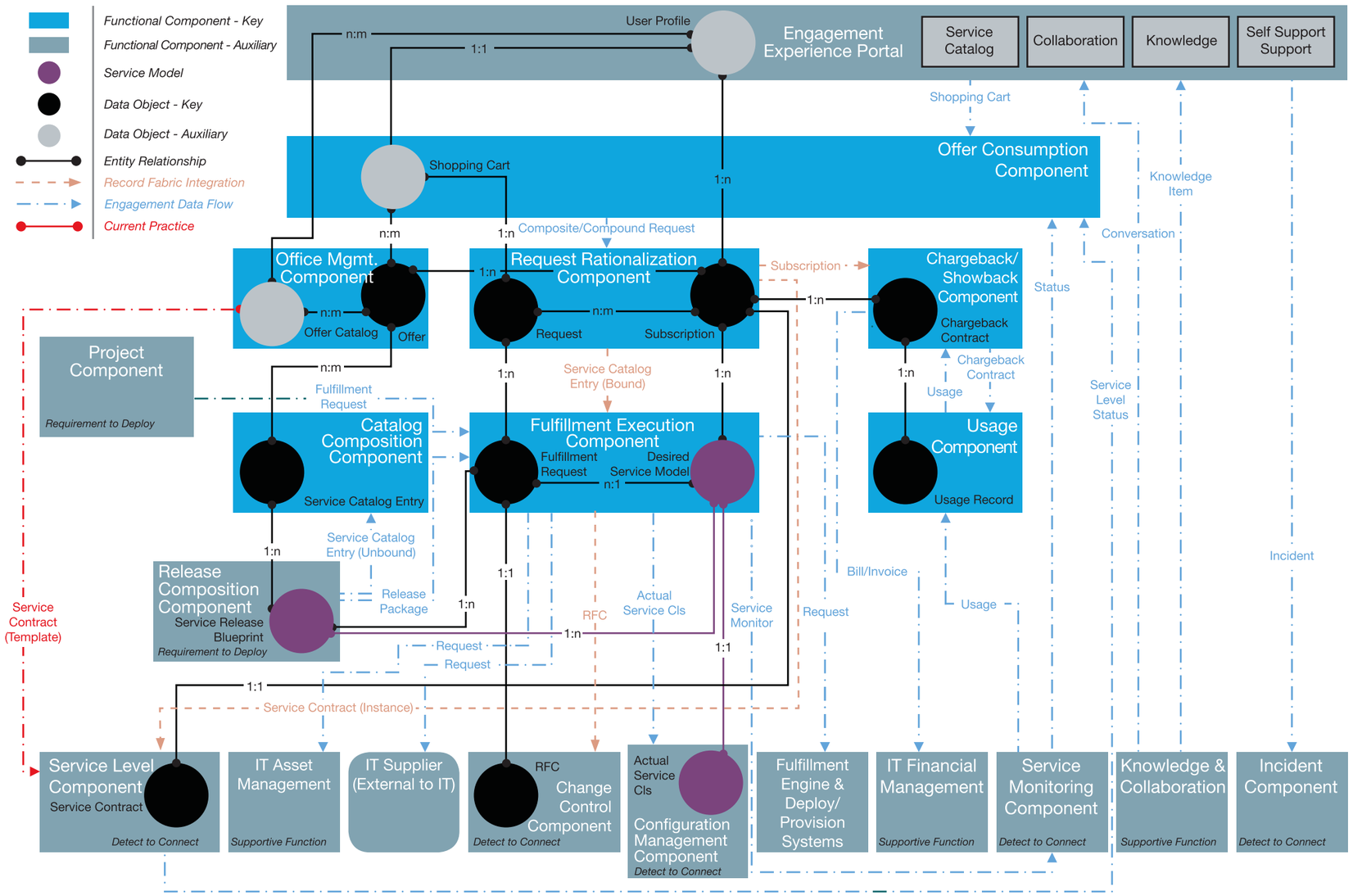
IT4IT R2F: Request to Fulfill

Manage Catalog, Subscriptions, and Fulfillment across Multiple Providers

- Helps your IT organization transition to a service broker model
- Presents a single catalog with items from multiple supplier catalogs
- Efficiently manages subscriptions and total cost of service
- Manages and measures fulfillments across multiple suppliers



Source: Open Group - http://www.opengroup.org/IT4IT

Value Drivers

Consumption

Consumers easily find and subscribe via self - service.

Single Catalog

Single offer catalog with multiple fulfillment providers.

Service Broker

Transition from request management to broker.

Efficiency

Standard subscription process with policies and automation.

Traceability

Across subscription, usage, and chargeback.

Cost Optimization

Recover expired and unused subscriptions and licenses.

Proof Points

Deliver
Subscriptions per period per service

Broker
% of subscriptions active or expiring

Speed
% of orders fulfilled with automation

Usage
% of successful deployments

Costs
% of self -service requests

Satisfaction
% of subscriptions requiring an incident

Key Activities

Design & Publish

Mash catalog items from all fulfillment engines
~
Set pricing, options, and SLA
~
Publish services

Subscribe

Portal engagement
~
Personalized experience
~
Self-service
~
Manage subscriptions

Fulfill

Route fulfillments
~
Automate deployment
~
Use internal and external providers
~
Integrate with change, asset & config. systems

Measure

Service usage measurement
~
Chargeback/showback
~
Cost transparency
~
Surveys and ratings

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