

KINETIC REQUEST



Service Request Management System CUSTOMER APPLICATION

Kinetic Request is the only incident and service request management system (SRMS) designed to work with any BMC® Remedy® commercial off-the-shelf (COTS) or custom application, regardless of version. It automatically manages, fulfills and catalogs user service requests.

Tracking and auditing request forms turn down the volume on HR helpdesk calls

The Problem:

The human resources helpdesk (HRHD) was continuously flooded with calls from employees who requested a variety of forms, generated by diverse systems, to obtain access to 25 different self-service HR applications. With no way to track and audit the disbursement of blank forms and receipt of completed forms, the HRHD frequently received repeated calls from the same employees requesting the same forms. Incomplete request forms caused delays in granting employees access and created significant frustration. In addition, employees would claim they hadn't received forms or access to applications as an excuse for not complying with HR policies and processes.

The Solution:

Kinetic Data helped the company implement Kinetic Request for 40 different

internal applications. Employees were required to complete an online request form for access to each application, and the questions on each request form were customized for each application. Kinetic Request drives the documented, automated process that ensures all of the right information is included and provides a record of all employee requests. Each part of the request form must be completed before the next part is available to complete.

A built-in, multi-level approval process tracks each approval required for access to each application. A hyperlink in the approval request email message links the approver to the actual request. If a request is denied, the requester is notified with the reason (e.g., ineligible level and/or insufficient access authorization) and encourages him or her to try again. The

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system also notifies employees when their requests are approved. As a result, HRHD call volume decreased dramatically, and helpdesk employees can focus on value-added activities.

Request's Work Record has also reduced employee calls to the HRHD. Lacking a system to track work and vacation days, employees were calling the HRHD to ask how many vacation days they had remaining, or to point out errors in vacation days on their paychecks. Work Record

is automatically distributed monthly to all exempt employees, with a link to a calendar they complete in advance, using codes to indicate work days, vacation, bereavement, jury duty, holiday, maternity leave and other types of approved time off. Each employee's department manager is required to approve his or her calendar and can route requests directly to HR. As a result, Work Record has also streamlined the time-off approval process.

Automated workflow streamlines application access and time-off approval processes.