



Service request process

NetApp Keystone

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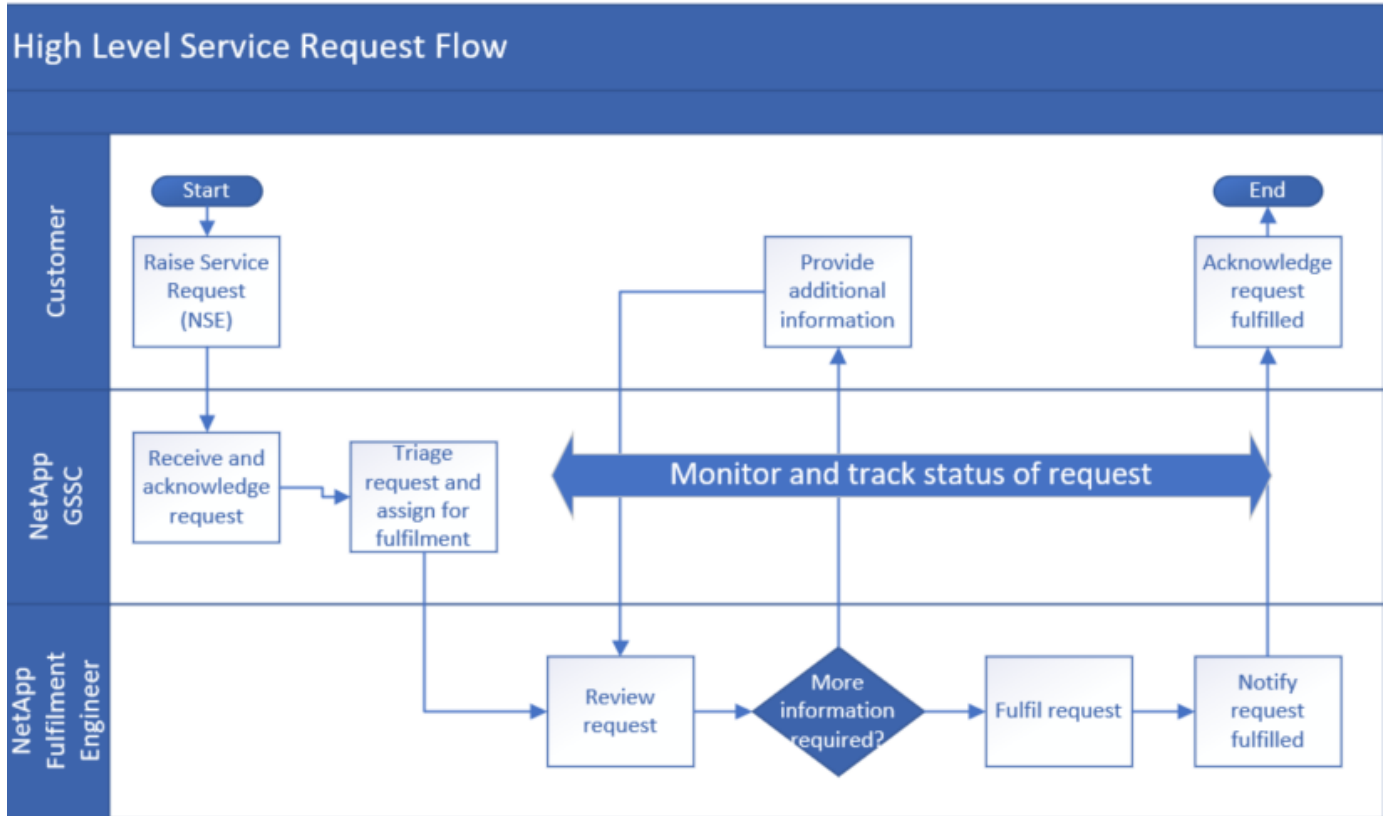
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Service request process

This section describes a simplified service request process flow.

The figure below shows the flow as a diagram, and the table below it describes the actors, actions, and status of the service request as a result of the action.



	Who	Action	Status of Request in NetApp Service Engine after action	Notification
1	NetApp Service Engine	Generate a new service request.	New	Automated email confirming request has been created
2	NetApp GSSC	Acknowledge the request.	Open	<ul style="list-style-type: none"> Acknowledgement email: GSSC Automated email indicating status in Open
3	NetApp GSSC	Triage and assign to the Fulfilment Engineer.	Open	–

	Who	Action	Status of Request in NetApp Service Engine after action	Notification
4	NetApp GSSC	Monitor and track the request throughout the request fulfilment process.	–	–
5	NetApp Fulfilment Engineer	Review the request.	Open	–
6	NetApp Fulfilment Engineer	If additional information is required, email the requestor for additional information.	Pending	<ul style="list-style-type: none"> Automated email indicating status is Pending. Communicate via email to request additional information
7	Customer	Provide more information.	Pending	Communicate via email
8		Repeat steps 6 and 7 until there is sufficient information to progress the request.	Pending	Communicate via email to request additional information
9	NetApp Fulfilment Engineer	Fulfil request	Open	Automated email indicating status is Open.
10	NetApp Fulfilment Engineer	Resolve request and advise customer request is resolved.	Resolved	<ul style="list-style-type: none"> Email to request confirmation Service Request is resolved Automated email indicating status is Resolved.
11	Customer	Advise Service Request is resolved.	Resolved	Email to confirm Service Request is resolved.
12	Automatic	If there is no further action required after three day , the Service Request is automatically closed.	Closed	Automated email indicating status is Closed.

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