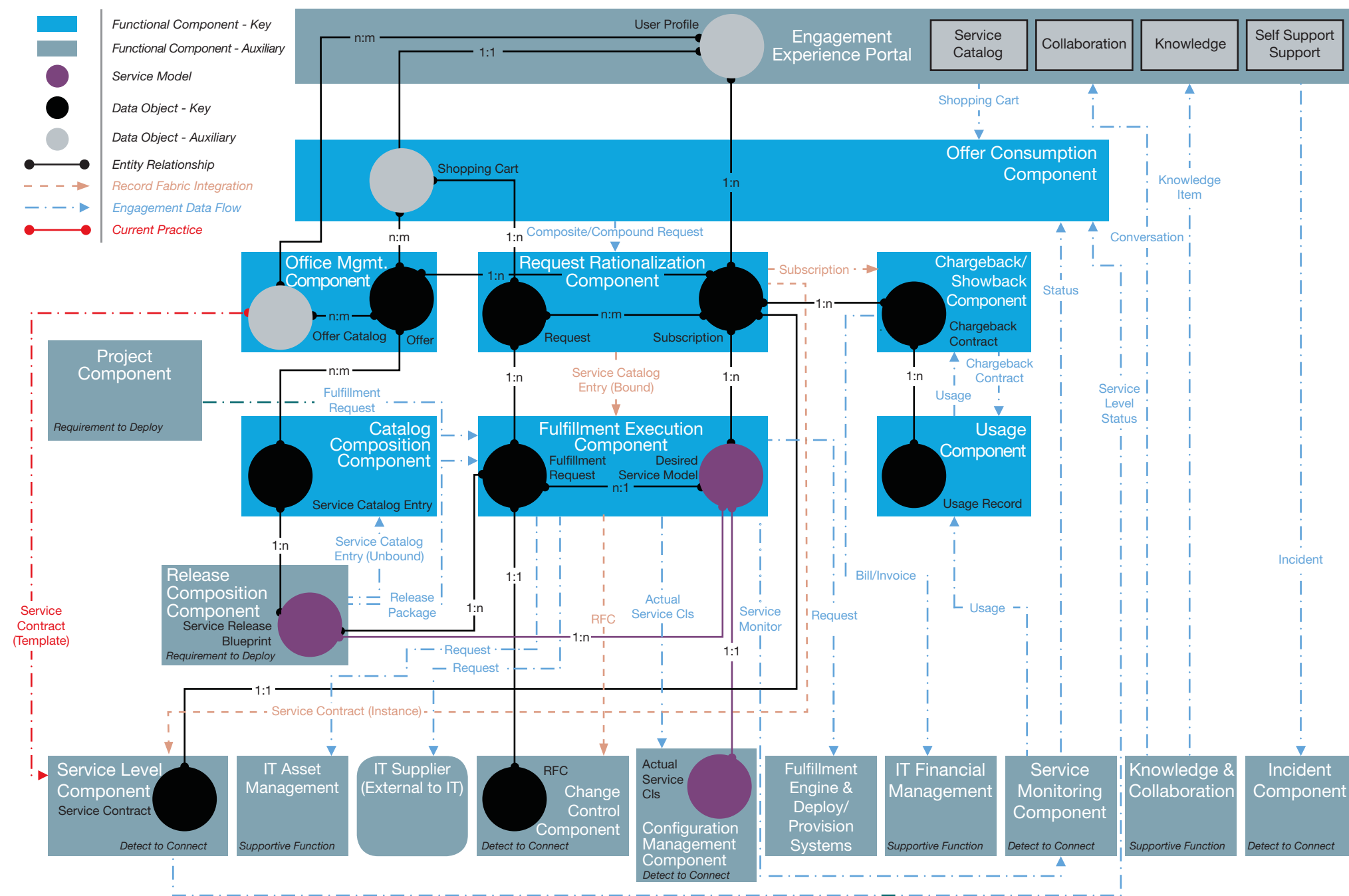


# IT4IT R2F: Request to Fulfill

## 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