



Organization Name:	GovTech Agency Thimphu: Bhutan
Document Name:	Standard Operating Procedures(SOP) for Request Fulfillment Management
Document No:	GovTech/GovNets-01/(02)/2023-24
Version:	1.0
Effective Date:	Jan 1, 2024

Preparation, Review & Approval of the Document

Prepared by:	GovNets Division, Thimphu 1. Karma, Chief 2. Pema Dhendup, Dy.chief ICTO 3. Karma Jamyang, Dy.Chief ICTO 4. Karma Tenzin, ICT analyst 5. Rinchen Khando, Executive Engineer 6. Tashi Delek, ICTO 7. Sonam Tshering, ICTO 8. Mohan Kumar Pradhan, Sr.ICTA 9. Tshering Wangchuk, Sr.ICTA 10. Jigme Chedra, Sr.ICTA 11. Sonam Dorji, ICT.TA II 12. Dendup Pema, ICT.TA II 13. Ugyen Tshomo, AICTO 14. Sonam Choden, AICTO 15. Tshering Dekar, AICTO 16. Sonam Choki, AICTO
Reviewed & Approved by:	GovTech Agency, GovNets Division, Thimphu.



Table of Content

Document Version History	2
Terminology	3
1. Introduction	4
1.1. Purpose	4
1.2 Scope	4
2. Roles And Responsibilities	4
3. Service Request Process Flow Chart	5
4. Service Form for Internet Services	7
5. Service Form for Plan and design support	8



Document Version History

Version	Date	Author	Description of Change

Terminology

Term	Description
GovNet	Government Networks
DrukREN	Druk Research and Education Network
Service Requesters	Individual network users or agencies requesting the services
Service Provider	All the Network Engineers (ICTO, ICTTA) working under the GovNet Division.
e-Government Interoperability Framework(e-GIF Portal)	e-GIF is an Electronic Government Interoperability Framework, which is a Government Enterprise Architecture portraying the overall blueprints of how government is structured and determines how government agencies can effectively achieve their desired objectives



1. Introduction

1.1. Purpose

This SOP aims to establish a standardized process for handling and fulfilling requests from government agencies irrespective of their connection to GovNet and DrukREN. It ensures that user requests are addressed efficiently, accurately, and in a timely manner, while maintaining network stability. The document also aims to establish a clear expectation between the service requester and provider.

1.2 Scope

This SOP applies to all network-related service requests submitted by Government agencies irrespective of their connection to GovNet and DrukREN requiring assistance with network-related tasks. It covers all the services included in the service catalog ([Annexure](#)).

2. Roles And Responsibilities

Service Requesters:	A requester shall submit the service request through the ticketing system with relevant documents as per requirement.
Service Provider:	Requested services are reviewed, validated, processed, and closed. situations of disapproval of service requests, proper justifications shall be furnished to the requester, and the request shall be subsequently closed. All requests shall be subject to review, validation, and approval.



3. Service Request Process Flow Chart

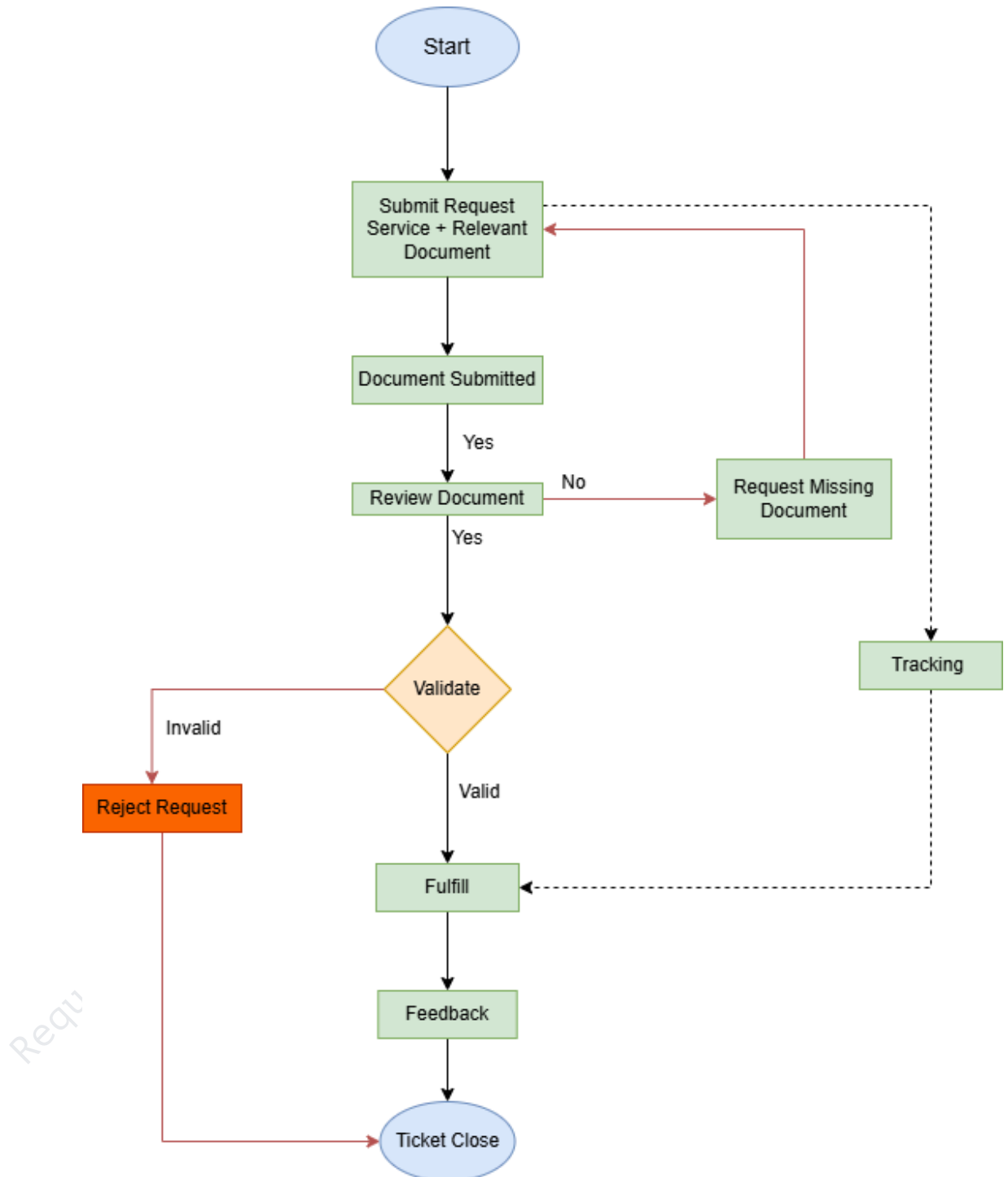


Fig 1.0: Request Process Flow chart



3.1 The process begins when a requester initiates a service request.

3.2 The requester submits a service request and the necessary documents per the predefined requirements in the [Service Catalog](#). This ensures the service provider has the necessary information to review the request.

3.3 The service provider examines whether all relevant documents have been submitted. If the documents are incomplete, the service provider requests the missing information from the requester, and the process loops back until all required documents are provided. Once all required documents are submitted, the process moves forward for the validation.

3.4 The service provider reviews the submitted documents and validates the request. If the request and documents meet the criteria, the process proceeds to the fulfillment stage. However, if the request does not meet the criteria, the request is considered invalid. The invalid request is rejected and tickets are closed.

3.5 If the request is not valid, the ticket will be closed, and a justification for the rejection will be provided to the requester.

3.6 If the request is validated as **valid**, the service provider fulfills the request as per the service catalog and the requirements.

3.7 Once the service request has been fulfilled, the requester is notified, typically via email or the ticketing system, confirming that the request has been successfully addressed.

3.8 Requesters can track their request after submitting the service request.

3.9 Service requesters can track their service status, such as '**Pending**,' '**In Progress**,' and '**Completed**.'

3.10 Constructive feedback from the requesters is considered for future improvement and the tickets are closed.



4. Service Form for Internet Services

1. Name:	
2. Email Address:	
3. Contact Number:	
4. Agency:	
5. Dzongkhag	
6. Request Type	
7.1 Service Name	
7.2 Information Required:	
7.3. Existing BW	
7.4. Number of Users	
7.5. CusCode:	
7.6. Reason for service request:	
7. Supporting Document	



5. Service Form for Plan and design support

1. Name:	
2. Email Address:	
3. Contact Number:	
4. Agency:	
5. Dzongkhag	
6. Request Type	
7. Service Name	
8. Information Required	
9. Existing design	
10. Supporting Document	