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Member of the P&SI Group

## Request for Service (RFS)

### Certification



#### ISO 9001:2015

Optilog is a ISO 9001:2015 certified organisation for the provision, design and development of Services and Software Products related to Asset Management, Logistic Support, Logistic Engineering and Information Technology to support these functions.

#### ISO 55000

In process of acquiring ISO 55 000 certification.

### Aladon Network

Member of the international Aladon Network of RCM Practitioners



Member of the Southern Africa Asset Management Association (SAAMA)

### For Bookings

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### About RFS

The RFS Management System enables users to effectively manage their user or customer requests.

### Key Functionalities

The Key Functionalities within the RFS Management System are as follows:

- Request For Service Management.
- Reference Images and Documents.
- Requests.
- Audited trail of Requests.
- Initial Registration.
- Detailed and status Reports.



### System Security

- System Security in controlled and enforced by means of a User ID and Password.
- Each User ID is linked to a pre-defined profile which limits the user to specific functionalities.
- All user actions are validated and tracked via a secured audit trail.
- Allows for a tailored total administrative control via Table, Column and Function permissions.



### Base Information

The system utilizes user defined base information to ensure easy registration and use of common data.

Provision is made for the following:

- Action - Required action to be taken.
- Client - To whom service is rendered.
- Personnel - Persons responsible to take action.
- Priority - Indicate urgency of request execution.
- Product or Service - Grouping of services and product for which action is to be taken.
- Status - Request status at a specific time.
- Type - Differentiate between the various requests.

### Process

The system is process-driven and ensures an audit trail of all transactions.

The Processes used are:

- Forward RFS for Action.
- Final Sign Off by Customer/Originator - Only the person who logged the request may sign it off. This ensures system integrity.
- Reprint RFS - Allows for reprint of a RFS hard copy.
- Functional implementation is offered as a service to develop the required customer specific processes and procedures.



For more information, visit us at [www.optilog.co.za](http://www.optilog.co.za)