

SERVICE OPERATIONS - REQUEST FULFILMENT (PROCESS)

“Streamlining Standard Service Requests for Enhanced User Satisfaction and Operational Efficiency”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► Available delivery methods: In-House Training

Introduction

This specialized course focuses on the Request Fulfilment process within the **ITIL Service Operations** lifecycle stage. It explores how service requests—such as password resets, access requests, or information inquiries—are effectively managed to ensure prompt delivery and adherence to service-level agreements (SLAs). Participants will gain a comprehensive understanding of request categorization, prioritization, tracking, and automation strategies to improve customer satisfaction and service desk efficiency.

Objectives

By the end of this course, participants will be able to:

- Define and distinguish between incidents and service requests.
- Implement a structured request fulfilment workflow.
- Utilize tools and templates for standardized request handling.
- Ensure compliance with service-level targets.
- Measure and report on fulfilment performance.

Why Attend

Efficient request fulfilment is critical to minimizing delays and maximizing IT service responsiveness. This course empowers IT staff, service desk teams, and operations personnel with essential skills to streamline request handling and foster a user-focused support culture.

Target Audience

- IT Support Officers
- Service Desk Agents
- ITIL Process Owners
- IT Managers
- Technical Support Engineers
- Incident/Problem Coordinators

Individual Benefits

- Improved request handling and customer service
- Reduced resolution times
- Practical understanding of request automation and SLA compliance
- Professional development aligned with ITIL best practices

Organizational Benefits

- Enhanced efficiency in fulfilling routine service requests
- Increased user satisfaction and productivity
- Better service performance tracking and reporting
- Reduced service desk workload and escalations

Instructional Methodology

- Interactive workshops
- ITSM system demos
- Case studies
- Role-play simulations
- Group activities
- Knowledge checks and self-assessments

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules

Coffee Breaks: 09:30 & 11:15

Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Request Fulfilment

Module 1: Introduction to Service Operations & ITIL Framework (07:30 – 09:30)

Module 2: Differentiating Incidents from Requests (09:45 – 11:15)

Module 3: Types of Service Requests and Business Context (11:30 – 01:00)

Module 4: SLAs, OLAs, and KPIs for Request Fulfilment (02:00 – 03:30)

Day 2: Process Design & Workflow Mapping

Module 1: Request Fulfilment Lifecycle and Roles (07:30 – 09:30)

Module 2: Request Models and Catalog Integration (09:45 – 11:15)

Module 3: Workflow Automation and Approval Routing (11:30 – 01:00)

Module 4: Designing Request Templates and Forms (02:00 – 03:30)

Day 3: Tools, Technology & Metrics

Module 1: Service Desk Platforms and Self-Service Portals (07:30 – 09:30)

Module 2: Request Tracking and Prioritization Tools (09:45 – 11:15)

Module 3: Key Performance Indicators and Dashboards (11:30 – 01:00)

Module 4: Troubleshooting Fulfilment Bottlenecks (02:00 – 03:30)

Day 4: Governance & Compliance

Module 1: Information Security in Request Fulfilment (07:30 – 09:30)

Module 2: Privacy, Audit Trails, and Regulatory Alignment (09:45 – 11:15)

Module 3: Integration with Other ITIL Processes (11:30 – 01:00)

Module 4: Incident Linking and Request Closure Practices (02:00 – 03:30)

Day 5: Practical Exercises & Assessment

Module 1: Real-World Scenario Simulations (07:30 – 09:30)

Module 2: Group Workshop – Process Design & Improvement (09:45 – 11:15)

Module 3: Knowledge Test & Self-Evaluation (11:30 – 01:00)

Module 4: Final Review, Feedback, and Certification (02:00 – 03:30)

Certification

Upon successful completion of the course and assessment, participants will be awarded a **Certificate of Competency in Request Fulfilment Process – ITIL Service Operations Track**.

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