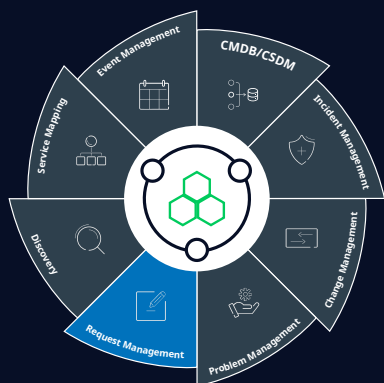# Fit4Future: ServiceNow Request Management Assessment
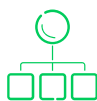
## Service Overview

The NTT DATA Business Solutions Fit4Future ServiceNow Request Management Assessment is a professional service designed to evaluate and optimise your organisation's Request Management implementation.

By aligning configurations, workflows, and integrations with best practices and out-of-the-box (OOTB) standards, this service streamlines service request workflows, enhances user and agent experiences, and maximises the value of your ServiceNow investment.

## Why Request Management Assessment Matters

Efficient Request Management is vital to ensuring timely and accurate service delivery. Inefficient workflows, poor integrations, and low-quality data can lead to delays, increased costs, and reduced satisfaction among users and agents. This assessment helps organisations:

Optimise workflows for faster request fulfilment.

Improve user self-service experiences through portal enhancements.

Identify automation opportunities to reduce manual effort.

Enhance data quality for better decision-making and reporting.

By providing tailored recommendations and prioritised action plans, the assessment empowers organisations to transform their Request Management processes into a streamlined, user-friendly system that supports future growth.

## Customer Outcomes

The ServiceNow Service Request Management Assessment delivers measurable benefits, including:

**Streamlined Management:** Faster completion times and more efficient workflows for standard and custom requests.

**Improved User Experience:** Enhanced self-service capabilities with optimised portals, forms, and templates.

**Operational Efficiency:** Reduced manual effort through better automation and ITSM process alignment.

**Enhanced Reporting:** Actionable dashboards and reports for greater visibility into request trends and performance.

**Data Quality Improvements:** Accurate and consistent data for reliable decision-making.

**Future-Ready Systems:** Scalable, OOTB-aligned configurations to support system upgrades and expansion.

## Assessment Summary

Our Fit4Future Request Management Assessment Service is tailored to optimise your service request processes and elevate user experience on your Service Portal. Through an in-depth evaluation of your current setup, we identify bottlenecks and opportunities for enhancement, delivering a concise roadmap for transformation. This structured assessment ensures that our recommendations are practical, actionable, and aligned with your strategic objectives.

## Fit4Future Methodology

**1. Review:** A technical deep dive into your Request Management configuration and alignment with best practices to identify gaps and opportunities for improvement.

**2. Interview:** Stakeholder surveys and one-on-one interviews provide insight into user sentiment, adoption challenges, and perceptions of the Request Management value within your business.

**3. Observe:** Expert analysis of collected data reveals critical insights and areas that need immediate attention.

**4. Recommend:** Tactical and strategic action plans are crafted to prioritise both short-term fixes and long-term improvements.

## Fit4Future Deliverables

The deliverables from this assessment are comprehensive and designed to drive meaningful change:

- **Detailed Report:** A thorough analysis highlighting strengths, weaknesses, and recommendations.
- **Remediation Plan:** Prioritised, actionable recommendations for immediate and future improvements.
- **Executive Summary:** A presentation-ready document for C-level decision-makers and operational leaders.
- **Best Practices:** Access to whitepapers and guidance from industry experts.

## Get Started

Enhance your Request Management implementation with the ServiceNow Service Request Management Assessment. Contact us to:

- Streamline workflows and improve fulfilment times.
- Optimise portals and dashboards for a better user experience.
- Prepare your system for future growth with actionable insights.

❝ Contact us now to transform your Request Management processes and achieve measurable improvements in operational efficiency!

**Register your interest in the service today: Scan QR Code or click here.**

servicenow.
**ELITE**
Partner

Reseller

## About NTT DATA Business Solutions

Digital transformation helps companies reach their full potential by ensuring the underlying technologies work seamlessly for their people. We design, implement, manage, and continuously enhance solutions to make them work for companies and their employees.

### Learn more about NTT DATA Business Solutions

nttdata-solutions.com

**NTT DATA**