

## ITIL® 4 PRACTITIONER: SERVICE REQUEST MANAGEMENT

*This module provides understanding and application of the key concepts, principles, value and challenges of the Service Request Management practice.*

The ITIL 4 Practitioner: Service Request Management practice module is for IT professionals who want to support the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.



**ITL-SRM**  
**COURSE CODE**



**1 Day**  
**COURSE DURATION**



**English | Arabic**  
**COURSE LANGUAGE**

### Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Establish clear and structured patterns and methods of working
- Reduce costs associated with request handling and fulfilment
- Achieve realistic fulfilment expectations and higher resulting levels of user satisfaction
- Fulfil SLAs with service consumers
- Improve standing or reputation with the service consumer due to higher service quality and clear user expectations
- Measure, assess and develop the Incident Management practice capability in your organisation by using the ITIL Maturity Model.

## Qualification Overview

<b>Duration</b>	1 day	8 training hours	Timing Flexible
<b>Audience</b>	<ul style="list-style-type: none"> <li>Individuals continuing their journey in service management</li> <li>ITSM Managers and aspiring ITSM Managers</li> <li>IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments</li> <li>Existing ITIL qualification holders wishing to update their knowledge.</li> </ul>		
<b>Certification</b>	ITIL 4 Practitioner: Service Request Management		
<b>Exam Structure</b>	20 Multiple Choice Questions	30 minutes	Pass Score 13/20 or 65%
<b>Pre-requisites</b>	<ul style="list-style-type: none"> <li>ITIL® Foundation Certificate in IT Service Management</li> <li>Training through an Accredited Training Organisation</li> </ul>		

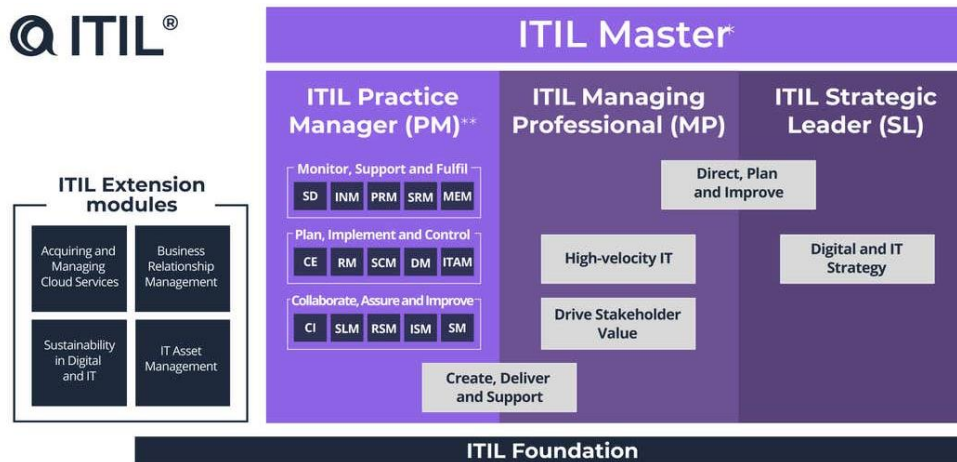
## Program Outline

ITILSRM01	Value Streams and Processes
ITILSRM02	Organizations and People
ITILSRM03	Information and Technology
ITILSRM04	Partners and Suppliers
ITILSRM05	Capability Development

### Notes:

- Exam vouchers and the ITIL 4 Core Book are included in the course fees.

## Certification Scheme



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## Contact Us

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