ITIL® 4 Practitioner: Service Request Management - Including Exam

Durée: 1 Jour   **Réf de cours: ITIL4P-MSF-SRM**   **Méthodes d'apprentissage: Classe à distance**

Résumé:

This 1-day ITIL 4 Practitioner: Service Request Management module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the ITIL 4 Service Request Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels on how to support the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.
The ITIL 4 Service Request Management Practice module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Service Request Management Practice publication.
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Virtual and Classroom learning - V&C Select™

V&C Select™ is a simple concept and a flexible approach to delivery. You can 'select' a course from our public schedule and attend in person or as a virtual delegate. Virtual delegates do not travel to this course, we will send you all the information you need before the start of the course and you can test the logins.

Public visé:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Objectifs pédagogiques:

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- Understand the key concepts of the practice.
- Understand the processes of the practice.
- Understand the roles and competences of the practice.
- Understand how information and technology support and enable the practice.

- Understand the role of partners and suppliers in the practice.
- Understand how the ITIL capability model can be used to develop the practice.
- Understand how the ITIL guiding principles support the practice.
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Pré-requis:

The candidate must have passed the ITIL 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + examen

Test et certification

The ITIL 4 Practitioner: Service Request Management examination will comprise of:

Duration: 30 Minutes

Closed Book: Yes

Format: 20 Questions With 1 Mark Each. No Negative Marking.

Question Type: Standard Classic, Negative, & List

Bloom's Level's: 2 & 3

Pass Mark: 65% Or 13/20

Certification validity : Three (3) years

Contenu:

Our ITIL® 4 Practitioner: Service Request Management training course will cover the following topics:

1. Understand the key concepts of the practice

1.1 Explain the purpose of the practice

1.2 Describe the PSFs ; key metrics of the practice

1.3 Explain the key terms/concepts:

a) Service request and its main characteristics

b) Service request model

c) Request catalogue.

2. Understand the processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organization's value streams.

3. Understand the roles and competencies of the practice

3.1 Describe the responsibilities of the key roles of the practice

3.2 Know how to position the practice in the organizational structure.

4. Understand how information and technology support and enable the practice

4.1 Describe which activities have HIGH dependency on automation tools

4.2 Know how to use/apply the key tools' functionality required to automate the practice.

5. Understand the role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice.

6. Understand how the ITIL capability model can be used to develop the practice

7. Understand how ITIL guiding principles help to develop the practice.

Autres moyens pédagogiques et de suivi:

• Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
• Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
• En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

• Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
• Votre place sera confirmée à la réception d'un devis ou """"booking form"""" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
• Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :

• En cas de handicap : plus d'info sur globalknowledge.fr/handicap
• Le Règlement intérieur est disponible sur globalknowledge.fr/reglement