

## ITIL® 4 Practitioner: Service Request Management - Including Exam

Cursusduur: 1 Dag    Cursuscode: ITIL4P-MSF-SRM

### Beschrijving:

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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### Doelgroep:

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

### Doelstelling:

- 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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### Vereiste kennis en vaardigheden:

The candidate must have passed the ITIL 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + examen

### Examens en certificering

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

## Cursusinhoud:

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.

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## Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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