



Information Technology

ITIL® 4 Practitioner Service Request Management Training

Course Introduction

The ITIL® 4 Practitioner: Service Request Management Training Course is a specialised course designed to equip IT professionals with the knowledge and skills necessary to effectively manage service requests within an IT service environment. Service request management is a critical process that ensures timely and efficient handling of customer requests for standard services, helping to enhance customer satisfaction.

IT Managers, Service Desk Managers, Service Request Coordinators, and anyone involved in IT service management should prioritise participating in the ITIL® 4 Practitioner: Service Request Management Training Course. This ITIL Course is particularly relevant for professionals seeking to enhance their understanding of service request management principles, processes, and best practices to improve service delivery efficiency.

Target Audience

- IT Service Management Professionals
- IT Support Staff
- IT Professionals
- IT Project Managers
- Service Desk Analysts and Technicians
- Service Managers and Team Leaders

Learning Objectives

- To understand the importance of service request management in IT service delivery
- To learn service request management principles, processes, and best practices
- To develop skills in intake, classification, prioritisation, fulfilment, and closure of service requests

- To establish effective service request management processes and workflows
- To explore automation and self-service options for handling routine service requests
- To empower IT professionals to improve service delivery efficiency and customer satisfaction through effective service request management practices

Course Outline

• Day 01

Module 1: Key Concepts of the Practice

- Purpose of the Practice
- Practice Success Factors (Psf) Key Metrics of the Practice
- Key Terms/Concepts
 - Service Request and Its Main Characteristics
 - Service Request Model
 - Request Catalogue

Module 2: Processes of the Practice

- Inputs and Outputs of the Processes
- Key Activities of the Processes
- Integrate the Practice in the Organisation's Value Streams

• Day 02

Module 3: Roles and Competencies of the Practice

- Responsibilities of the Key Roles of the Practice
- How to Position the Practice in the Organisational Structure?

Module 4: How Information and Technology Support and Enable the Practice

- Tools Application
- How to Apply the Recommendations on Automation?

• Day 03

Module 5: Role of Partners and Suppliers in the Practice

- Dependencies of the Practice on Third Parties
- How Partners and Suppliers Can Support the Practice?

- Day 04

Module 6: How the ITIL Capability Model Can Be Used to Develop the Practice

- How do Capability Criteria Support the Practice Capability Development?

- Day 05

Module 7: Recommendations for The Practice Success

- Recommendations for Service Request Management Success and How they are Supported by the ITIL Guiding Principles

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 28, 2025	May 2, 2025	5 days	4950.00 \$	Spain - Madrid
Sept. 8, 2025	Sept. 12, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 29, 2025	Jan. 2, 2026	5 days	4250.00 \$	UAE - Dubai