ITIL 4 Practitioner: Service Request Management Course

Overview

The **ITIL 4 Practitioner: Service Request Management** certification is designed for IT professionals responsible for **handling, managing, and fulfilling service requests** efficiently. This module focuses on implementing **best practices for service request workflows, automation, and user satisfaction** to enhance ITSM efficiency.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to optimize service request handling and improve the overall user experience.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.

- **Self-Paced eLearning** – Flexible learning at your own pace.

- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.

- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: Introduction to ITIL 4 & Service Request Management

- Understanding ITIL 4 principles and service management.

- The role of **Service Request Management** in IT operations.

- Key concepts of request fulfillment and automation.

Module 2: Service Request Lifecycle & Workflows

- Managing service requests from initiation to completion.

- Standardizing workflows for efficiency and automation.

- Ensuring compliance with SLAs and service policies.

Module 3: Service Request Tools & Automation

- Leveraging **self-service portals and AI-driven chatbots**.

- Integrating ITSM tools for seamless service request handling.

- Measuring and improving service request performance.

Module 4: ITIL 4 Best Practices for Service Request Fulfillment

- Aligning service request management with business needs.

- Monitoring and reporting service request efficiency.

- Continuous improvement and value-driven service delivery.

Module 5: ITIL 4 Practitioner Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.

- Exam-taking strategies & study techniques.

Learning Outcomes

After completing this course, candidates will:

- Understand how to **efficiently manage and fulfill service requests**.

- Learn **best practices for service request automation and user experience**.

- Gain expertise in **ITSM tools, workflows, and service request policies**.

- Be **fully prepared** for the **ITIL 4 Practitioner: Service Request Management Certification Exam**.

Who Should Attend?

This course is ideal for:

- IT professionals responsible for **service request management and fulfillment**.

- IT support analysts, help desk professionals, and IT service managers.

- ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.

- Individuals seeking expertise in **service automation, request workflows, and ITSM efficiency**.

Prerequisites

To take the **ITIL 4 Service Request Management exam**, candidates must have:

- **ITIL 4 Foundation Certification**.

- Basic knowledge of **IT service request handling and ITSM tools**.

Exam & Certification

ITIL 4 Service Request Management Exam Details:

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice

- **Duration:** 60 Minutes

- **Number of Questions:** 40

- **Passing Score:** 70% (28/40 Correct Answers)

- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practitioner certification path**.

- Enhances career opportunities in **IT support, service request automation, and ITSM efficiency**.

- Recognized globally for **streamlined service request fulfillment and user satisfaction**.

Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Service Request Management exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:

- **Digital eBook**

- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

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Advance Your ITSM Career with ITIL 4 Practitioner: Service Request Management Certification!