

ITIL Practitioner – Service Request Management

1 About this document

1.1 ITIL® 4 qualification scheme

2 General information

2.1 Purpose and description

2.2 Terms and concepts

2.3 Scope

2.4 Practice success factors

2.5 Key metrics

3 Value streams and processes

3.1 Processes

3.2 Value stream contribution

4 Organizations and people

4.1 Roles, competences, and responsibilities

4.2 Organizational structures and teams

5 Information and technology

5.1 Information exchange

5.2 Automation and tooling

6 Partners and suppliers

6.1 Performing service request management activities

6.2 Provision of software tools

6.3 Consulting and advisory

7 Capability assessment and development

7.1 The practice capability levels

7.2 Capability self-assessment

7.3 Service request management capability development

8 Recommendations for practice success