

Service Request Management

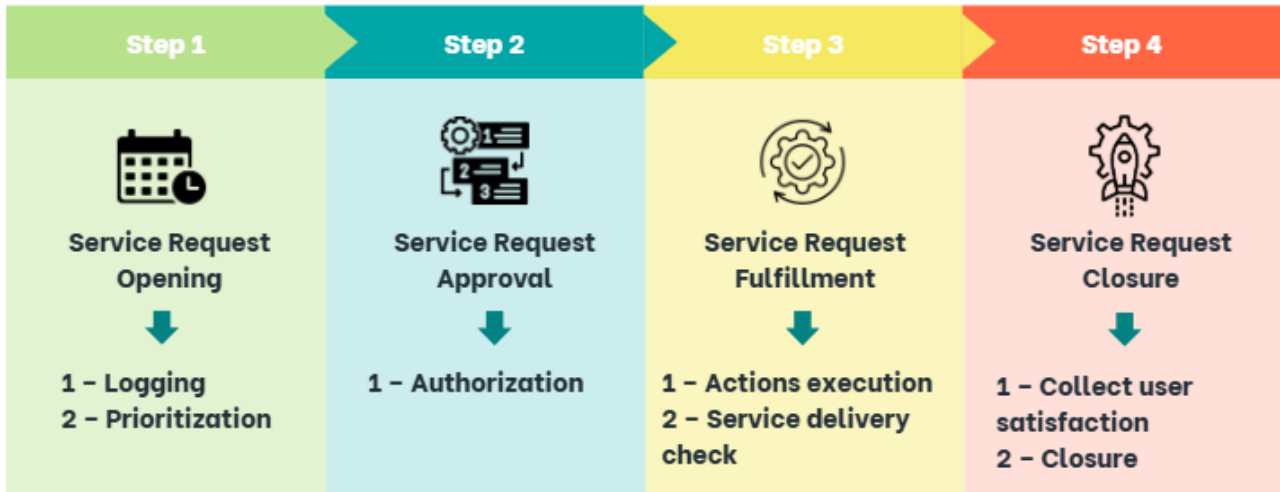
Objective

The objective of the Service Request Management practice is to provide **users with fast, efficient, and standardized access to IT services** by handling their requests reliably and in compliance with defined service level agreements (SLAs).

Scope

It covers only **services from the service catalog** (i.e. standardized services that follow a pre-established procedure)


Main activities



Main roles & responsibilities



Useful contacts

 **Service Request process leader** : To be completed by the new team

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