


# Documentation SRM

 **Everything you need is right here**, from kickoff decks and workshop materials to PDDs and more, making it easy to find exactly what you're looking for and get up to speed fast !

## Explore essential decks and templates:

- [Service Request Management Kick off V1.1](#)
- [Deck Incident/Request Demo](#)

## Tutorials to help you better understand the process within the tool:

- [How to Approve Service Requests in SyRA.mp4](#)
- [How to Create Service Requests on Behalf of Users in SyRA.mp4](#)
- [Request Fulfillment Process in SmartIT](#)

## Recorded demo 28th of july Incident/Request

- [Recorded Demo](#)



## PDD SRM



PDD\_Service\_Req...nt\_V0.1.docx.pdf