



Pink E-learning Portal

ITIL[®] 4 Specialist: Drive Stakeholder Value.



ITIL 4 Specialist: Drive Stakeholder Value Certification.

Delivery Method: E-learning

Access Duration: 365 days

Pre-requisites:

To take this course and attend the exam participants must have passed their ITIL 4 Foundation examination.

Other Delivery Methods Available: Classroom, Onsite and Virtual

Overview:

ITIL 4 Specialist Drive Stakeholder Value (DSV) course explains key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and much more

The core concept behind Drive Stakeholder Value is to provide an understanding of how to convert demand into value through IT-enabled services. The course covers key topics like service level-agreement design, multi-supplier management, relationship management, customer and user experience design, customer journey mapping, and more. Individuals can expect to walk away with the tools required to drive user engagement and boost internal and external stakeholder satisfaction.

Who should attend?

This module covers all forms of engagement and interaction between service providers and their customers, users, suppliers and partners.

It empowers candidates and organisations to deliver exceptional value by focusing on the conversion of demand into tangible benefits through IT-enabled services. By facilitating effective stakeholder management, digital professionals are better able to target stakeholders with the right service offerings and value propositions, distinguishing themselves and their organisations within a competitive and demanding environment.

The module touches further upon the customer journey, allowing candidates to shape customer demand, manage relationships and optimise the customer experience. It will also enable candidates to increase stakeholder satisfaction by co-creating value and developing mutually agreed requirements, providing the necessary tools to foster an advantageous culture of collaboration and transparency.

The ITIL® 4 Specialist Drive Stakeholder Value module drives IT professionals to further interact with their stakeholders and influence and improve the user experience across a much wider framework. This unique module is designed to enhance the careers of digitally experienced candidates, by expanding their knowledge and boosting their existing skillsets in an increasingly digital service economy.

Learning objectives

- Understand how customer journeys are designed:
- Learn the ways to design and improve customer journeys
- Understand how to target markets and stakeholders:
- Learn the characteristics of markets
- Learn marketing activities and techniques
- Learn how to describe customer needs as well as internal and external factors that affect these
- Learn how to identify service providers and explain their value propositions
- Understand how to foster stakeholder relationships





Course Modules

- Introduction to ITIL4 Drive Stakeholder Value
- Customers Journey
- Explore Target Markets and Stakeholders
- Engage By Foster Stakeholder Relationships
- Offer by Shape Demand and Define Service Offering
- Agree by Align Expectations and Agree Details of Service
- Onboarding by Onboard and Offboard Customers and Users
- Co-creation by Ensure Continual Value Co-Creation
- Realisation by Realise and Validate Service Value
- Two Practice Exams

Duration:

One of the many great things about this course is that you are the boss of your deadline. You decide the pace, so you can go as slowly or as speedily as you like. You can see underneath each lesson title approximately how much time you will need, but you can also take a break during the lesson and pick up from where you left off at a later time. Please note, though, that it is important to follow the module in a linear order, as you need the content of a previous lesson to understand the following one.

Multi-Device Capability:

You can follow this course on any device you like, be it your computer, laptop, tablet or smartphone. If you leave a lesson unfinished on your computer, you can continue where you left off on your smartphone.

Exam

This course is designed for you to, hopefully, pass your ITIL 4 Create, Deliver and Support exam. You can go through the course at your own pace, and afterwards apply for the exam when you feel you are ready to do so. You can find out more about how to register for your exam at the end of this course.

Before you do so, you can test yourself with our trial exam. This will be a good benchmark to see if you are ready for the real thing. Another indicator of how exam-ready you are, is the retention bar in the upper right corner of each page. This bar is linked to the MemoTrainer, and will only fill up if you answer your MemoTrainer questions correctly. If this bar is above 80%, you are ready!