

ITIL 4 - Drive Stakeholder Value

Duration: 3 Days **Course Code: ITIL4DSV**

Overview:

This course provides those IT leaders, practitioners and support staff who already hold the ITIL 4 Foundation qualification with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

This course includes a web proctored exam.

Target Audience:

This course is aimed at individuals continuing their journey in service management, ITSM managers and aspiring ITSM managers, ITSM practitioners who are responsible for managing and integrating stakeholders, focus on the customer journey and experience, and/or are responsible for fostering relationships with partners and suppliers.

Objectives:

- **After you complete this course you will be able to:**
- Understand how customer journeys are designed.
- Know how to target markets and stakeholders.
- Know how to foster stakeholder relationships.
- Know how to shape demand and define service offerings.
- Know how to align expectations and agree details of services.
- Know how to onboard and offboard customers and users.
- Know how to act together to ensure continual value co-creation (service consumption / provisioning).
- Know how to realise and validate service value.

Prerequisites:

Attendees should meet the following prerequisites:

- Candidates must hold the ITIL 4 foundation certificate.

Testing and Certification

Recommended preparation for exam(s):

- ITIL® 4 - Drive Stakeholder Value exam.
This exam is 90 minutes long with 40 multiple-choice questions. Pass mark is 28/40 – 70%. Exam vouchers are provided with this course, these will have a validity of 12 months. You will need to schedule your exams within this time frame.

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL 4: Create, Deliver, Support
- ITIL 4: Direct, Plan and Improve
- ITIL 4: High Velocity IT

Content:

Know how the Portfolio Management Practice can be applied to enable and contribute to service value realization.

Additional Information:

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Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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