

## ITIL 4 - Drive Stakeholder Value

**Varighet: 3 Days    Kurskode: ITIL4DSV    Opplæringsmetoder: Virtuell opplæring**

### Beskrivelse:

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.

#### Virtuell opplæring

V&C Select™ er et veldig enkelt konsept og svært fleksibelt. Du kan delta personlig i klassen eller som virtuell deltaker. Når deres team er geografisk splittet eller du har et begrenset reisebudsjett kan du benytte deg av vår virtuelle klasserom. Kursinnholdet er akkurat det samme som i et vanlig klasserom og deltakerne får en instruktør "live" via internett. Deltaker kan chatte og snakke med sin instruktør og sine medstudenter. Global Knowledge vil sende deg all informasjon du trenger før kurset slik at du kan teste innlogging.

### Målgruppe:

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.

### Agenda:

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

### Forkunnskaper:

**Attendees should meet the following prerequisites:**

- Candidates must hold the ITIL 4 foundation certificate.

### Test og sertifisering

**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.

## Påfølgende kurs:

The following courses are recommended for further study:

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

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## Innhold:

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

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## Additional Information:

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## Ytterligere informasjon:

For mer informasjon eller kursbooking, vennligst ring oss 22 95 66 00

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