

# ITIL® 4 Specialist: Drive Stakeholder Value

Course code: ITIL4DSV1T

This course covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT enabled services. The module covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more. It will provide candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape. ITIL4 Specialist Drive Stakeholder Value is aimed at practitioners responsible for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers. Accredited ITIL® 4 Specialist: Drive Stakeholder Value training is provided by ict-123.com or Agilist s.r.o. accredited by PeopleCert Examination Institute.

## Target group

- IT managers
- Process owners
- IT specialists
- Members of DevOps teams
- Product owners

## Take away

At the end of this training, you will have gained the knowledge and skills to:

- Understand the key concepts
- Deal with challenges of time of the digital transformation
- 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 on-board and off-board customers and users
- Know how to act together to ensure continual value co-creation
- Know how to realise and validate service value

## Training materials

Every course participant receives a manual in the English language, and other complementary materials. Training is delivered in Czech or English language.

## Content of the course

The course covers topics as follows:

- Recap of basic concepts
- The Customer journey
- Explore
- Engage
- Offer
- Agree
- Onboard
- Co-create
- Realize
- Conclusion
- Recap
- Certification exam

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## Certification Exam

- Prerequisites: The candidate must have passed the ITIL4 Foundation examination
- Closed-book format
- Computer-Based the last day of the training
- 40 multiple choice questions
- Passing score 70% (28 of 40)
- Duration 90 min (+25% for non-native speakers)
- Bloom's level 2 and 3

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