ITIL Specialist: Drive Stakeholder Value

This 4-day course is aimed at IT Service Management (ITSM) 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.

COURSE OBJECTIVES:

This course covers all types of engagement and interaction between a service provider and its customers, users, suppliers and partners. Attendees acquire an understanding of:

- The conversion of demand into value via IT enabled services
- Key topics such as SLA design, multi-supplier management, communication, relationship management, customer experience (CX) and user experience (UX) design, customer journey mapping
- Tools to increase stakeholder satisfaction, integral to business success in the current competitive landscape

COURSE / STUDENT MATERIALS:

- Instructor-led education and assignment facilitation
- Pre-class resources
- Learner Manual (excellent post-class reference)
- DSV Reference Card
- Participation in our in-class GAME ON! An Interactive Learning Experience
- Participation in unique in-class assignments
- Learner Personal Action Plan
- Reinforcing memory exercise and study aids
- Sample exams and exam preparation
- Direct, Plan and Improve examination

WHO SHOULD TAKE THIS CLASS?

The primary audience for this course includes Business Relationship Managers, Enterprise Architects, Project Managers, Supplier Relationship Managers and UX Designers. It may also be of interest to:

- Individuals responsible for managing and integrating stakeholders
- Individuals that focus on customer journey and experience individuals that are responsible for fostering relationships to obtain value realization
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PRE-REQUISITES:

- ITIL 4 Foundation
- Complete pre-class reading assignment
- Attend accredited training course (mandatory)

CERTIFICATION:

Learners will be equipped to earn the Drive Stakeholder Value (DSV) certification by achieving a passing score (70%) on the 90-minute exam, consisting of 40 multiple choice questions.