ITIL® 4 Specialist:
Drive Stakeholder Value (DSV)

Establish, maintain, and develop effective service relationships at appropriate levels.

megasoft

ITIL®

ACCREDITED
TRAINING ORGANISATION

by PeopleCert

Course Description

ITIL ® 4 Specialist: Drive Stakeholder Value module is part of the Managing Professional stream for ITIL 4, and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL® 4 Specialist: Drive Stakeholder module provides guidance on establishing, maintaining, and developing effective service relationships at appropriate levels. It guides the organizations on a service journey in their service provider and consumer roles, supporting effective interaction and communication.

Audience

The ITIL® 4 Specialist: Drive Stakeholder Value course target audience includes but is not limited to:

- Business Managers
- Business Process Owners
- IT Consultants
- IT Developers
- IT Management
- IT Support Staff
- Service Providers
- System Integrators

Prerequisites

For taking the ITIL® 4 Specialist: Drive Stakeholder Value (DSV) exam, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.

Learning Objectives

At the end of this course, participants will be able to:

1. Understand how customer journeys are designed
2. Know how to target markets and stakeholders
3. Know how to foster stakeholder and relationships
4. Know how to shape demand and define service offerings
5. Know how to align expectations and agree details of services
6. Know how to onboard and off board customers and users
7. Know how to act together to ensure continual value co-creation
8. (Service consumption/ provisioning)
9. Know how to realize and validate service value

Course Outlines

Module 0: Course Introduction

Module 1: Foundation Overview

Module 2: The Customer Journey

Module 3: Customer Journey Step 1: Explore

Module 4: Customer Journey Step 2: Engage

Module 5: Customer Journey Step 3: Offer

Module 6: Customer Journey Step 4: Agree

Module 7: Customer Journey Step 5: Onboard

Module 8: Customer Journey Step 6: Co-create

Module 9: Customer Journey Step 7: Realize

Exam Preparation and Mock Exam

About the Examination

Delivery	Online (Web based) and paper based
Format	Closed book
Proctoring	Live or Web-proctored
Duration	90 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of questions	40, simple multiple choice (1 mark per question) Bloom's Level 2 and 3
Pass Grade	65%