

IT Service Management

ITIL® 4 Specialist – Drive Stakeholder Value (DSV)

IN 3 DAYS LEARN HOW TO INCREASE VALUE IF IT SERVICES FOR STAKEHOLDERS WITH ITIL® 4

The ITIL 4 Drive Stakeholder Value (DSV) qualification is intended to provide the candidate with an understanding on how to develop engagement and interaction between a service provider and its clients, users, suppliers and partners along with any relevant practices, methods and tools.

The ITIL 4 DSV course and examination will help candidates with the engagement and interactions needed to succeed in the creation of valuable services and relationship with any stakeholders, as described in the latest version of ITIL®, the most broadly adopted IT Service Management good practice in the world.

The ITIL 4 DSV qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional.

ITIL® VERSION

This course introduces the ITIL® 4 version and is based on the 20200330ENITIL4MPDS V2019CandidateSyllv10.pdf

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand how to design customer journeys, target markets and stakeholders, foster relationships, shape demand and define service offerings, align expectations and agree services, onboard and offboard customers & users, ensure continual value co-creation and to realize and validate service value;
- Take the PeopleCert exam with confidence by applying their newly-acquired knowledge;
- Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel involved in development of relationships and interaction between the service provider and its clients, partners and suppliers. Participants should have a year of prior IT experience.

Maximum group size is 15 students.

COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by breakout room exercises and practices with exam like questions.

COURSE CONTENT

The following elements are covered:

- concept of the customer journey;
- markets and marketing;
- customer needs and internal and external factors;
- value proposition of service providers;
- mutual readiness and maturity
- supplier and partner relationship types
- customer relationships
- Stakeholders needs analysis and priority
- communication and collaboration
- relationship management practice
- supplier management practice
- digital service demand, opportunities and design
- selling and obtaining service offerings
- business analysis practice
- value co-creation
- service utility, warranty and experience
- service level management practice
- transition, onboarding and offboarding
- users, user relationships, and users' entitlement and experience
- engagement and delivery channels
- service catalogue management practice
- service desk practice
- Service request management practice
- customer and user feedback
- service mindset
- customer and user 'moments of truth'
- service usage and customer and user experience and satisfaction
- reporting of service outcome and performance
- charging mechanism
- portfolio management practice

STUDY DAYS

3 days of learning, including the final exam.

COURSE PLAN

Day 1:

- Review of ITIL4 Foundation principles;
- Stakeholder relationship, markets and clients

Day 2:

- ITIL practices contribute to development of value for stakeholders
- Demand, offering and agreements

Day 3:

- Clients transitions, on/off-boarding
- managing service value
- Exam preparation;
- Exam (if applicable);
- Conclusion.

PREREQUISITE

ITIL®4 FOUNDATION CERTIFICATION

EXAM

The PeopleCert ITIL® 4 DSV exam is included.

The participant will **WRITE THE EXAM AT THE END OF THE COURSE OR** receive a voucher valid for 12 months to write their exam.

Format: 40 multiple- choice questions.

Duration: 90 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.

