# ITIL® 4 Managing Professional Drive Stakeholder Value (DSV)

**Category:** Infrastructure & IT Operations | **Vendor:** PeopleCert / ITIL

**Duration:** 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

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| **Delivery Format:** | Instructor Led - Online |
| **Certification:** | ITIL® 4 Managing Professional Drive Stakeholder Value, ITIL 4 Specialist, ITIL 4 Managing Professional (MP) |

## Course Overview

This ITIL 4 Specialist: Drive Stakeholder Value (DSV) course covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focusses on the conversion of demand into value via IT-enabled services. It 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 you with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape.

The course prepares you for the ITIL 4 Specialist: Drive Stakeholder Value exam, one of five exams needed to achieve ITIL 4 Managing Professional (MP) Certification. Individuals can expect to walk away with the tools required to drive user engagement and boost internal and external stakeholder satisfaction.

Once you have ITIL 4 Foundation certification, this course is one of 4 Specialist courses needed to achieve the ITIL 4 Managing Professional certification.

You will have access to the following ITIL ebook on Day 1 of your course by logging into your PeopleCert® account:

- ITIL 4: Drive Stakeholder Value Manual

## About This Course

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## Who Should Attend

ITIL Specialist Drive Stakeholder Value is aimed at 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.

### Prerequisites & Entry Requirements

**General Prerequisites:**

- Must hold the ITIL 4 Foundation Certificate - ITIL® 4 Foundation Certification Training (ITIL4F)

## Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

- Understand 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.
- Apply practical and technical knowledge about how to run successful, modern, IT-enabled services, teams and workflows

## Detailed Course Outline

Understand how customer journeys are designed

- Understand the concept of the customer journey
- Understand the ways of designing and improving customer journeys

Know how to target markets and stakeholders

- Understand the characteristics of markets
- Understand marketing activities and techniques
- Know how to describe customer needs and internal and external factors that affect these
- Know how to identify service providers and explain their value propositions

Know how to foster stakeholder relationships

- Understand the concepts mutual readiness and maturity
- Understand the different supplier and partner relationship types, and how these are managed
- Know how to develop customer relationships

- Know how to analyse customer needs
- Know how to use communication and collaboration activities and techniques
- Know how the relationship management practise can be applied to enable and contribute to fostering relationships (the relationship management practise)
- Know how the supplier management practise can be applied to enable and contribute to supplier and partner relationships management (the supplier management practise)

Know how to shape demand and define service offerings

- Understand methods for designing digital service experiences based on value driven, data driven and user centered service design
- Understand approaches for selling and obtaining service offerings
- Know how to capture, influence and manage demand and opportunities
- Know how to collect, specify and prioritise requirements from a diverse range of stakeholders
- Know how the Business analysis practise can be applied to enable and contribute to requirement management and service design (the business analysis)

Know how to align expectations and agree details of services

- Know how to plan for value co-creation
- Know how to negotiate and agree service utility, warranty and experience
- Know how the Service level management practise can be applied to enable and contribute to service expectation management (the service level management practise)

Know how to onboard and offboard customers and users

- Understand key transition, onboarding and offboarding activities
- Understand the ways of relating with users and fostering user relationships
- Understand how users are authorised and entitled to services

- Understand different approaches to mutual elevation of customer, user and service provider capabilities
- Know how to prepare onboarding and offboarding plans
- Know how to develop user engagement and delivery channels
- Know how the Service Catalogue management practise can be applied to enable and contribute to offering user services (the service catalogue management practise)
- Know how the Service Desk practise can be applied to enable and contribute to user engagement
- Understand how users can request services

Know how to act together to ensure continual value co-creation (service consumption / provisioning)

- Understand methods for triaging of user requests
- Understand the concept of user communities
- Understand methods for encouraging and managing customer and user feedback
- Know how to foster a service mindset (attitude, behaviour and culture)
- Know how to use different approaches to provision of user services
- Know how to seize and deal with customer and user ‘moments of truth’
- Know how the Service request management practise can be applied to enable and contribute to service usage (the service request management practise)

**Skills You Will Learn:**

- Understand 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.<br>- Apply practical and technical knowledge about how to run successful, modern, IT-enabled services, teams and workflows

# Frequently Asked Questions

### Q: What delivery options are available for ITIL® 4 Managing Professional Drive Stakeholder Value (DSV)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: What certification does this course prepare me for?

The ITIL® 4 Managing Professional Drive Stakeholder Value (DSV) course helps prepare you for the ITIL® 4 Managing Professional Drive Stakeholder Value, ITIL 4 Specialist, ITIL 4 Managing Professional (MP) certification path.

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### Q: How many CPD hours does this course provide?

The 3-day ITIL® 4 Managing Professional Drive Stakeholder Value (DSV) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the ITIL® 4 Managing Professional Drive Stakeholder Value (DSV) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for ITIL® 4 Managing Professional Drive Stakeholder Value (DSV)?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Managing Professional Drive Stakeholder Value (DSV). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: What related terms do people search for?

Popular related searches include: ITIL® 4 Managing Professional Drive Stakeholder Value (DSV), ITIL Training, ITIL4DSV

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### Q: Why choose Nexus Human for ITIL® 4 Managing Professional Drive Stakeholder Value (DSV)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Managing Professional Drive Stakeholder Value (DSV) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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