

ITIL4-DSV: ITIL 4 Specialist Drive Stakeholder Value Certification

Overview

This ITIL4-DSV: ITIL 4 Specialist Drive Stakeholder Value certification module provides the candidate with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers, and partners, including key customer/user experience and journey mapping concepts.

Understanding Stakeholder Needs And Expectations: Identify, assess and prioritise the needs and expectations of various stakeholders, including customers, employees, partners and regulators.

- **Customer Experience Management:** Gain a deeper understanding of the principles of creating and maintaining a positive customer experience.
- **Service Relationships:** Learn how to effectively manage relationships with a variety of stakeholders, including customers, users, suppliers and partners.
- **Value Co-creation:** Explore the concept of value co-creation, where value is not just delivered to customers but created collaboratively with them.
- **Service Level Management:** Learn how to establish, monitor and report on service levels to ensure that they meet stakeholder requirements and agreements.
- **Service Metrics And KPIs:** Understand how to define and use KPIs and metrics to measure, report and improve service performance, customer satisfaction, and value.
- **Customer Journey Mapping:** Explore techniques for mapping the customer journey to identify touchpoints, pain points and opportunities for improving the customer experience.
- **Service Improvement:** Develop the skills to continually improve services based on stakeholder feedback. Implement a culture of continuous improvement to enhance value over time.
- **Communication And Collaboration:** Foster positive stakeholder relationships through effective communication and collaboration.

ITIL4-DSV: ITIL 4 Specialist Drive Stakeholder Value Certification

Program Objectives

On completion of this course, the following learning outcomes will be achieved:

- Understand customer journeys
- Target markets and foster stakeholder relationships
- Shape demand and define service offerings
- Align expectations and agree details of services
- Onboard and off-board customers and users

Duration

3 Days

Who Should Attend

The target audience for this course and qualification are:

- Individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners who are responsible for managing and integrating stakeholders
- Existing ITIL qualification holders wishing to develop their knowledge

Learning Outcomes

- Understand and apply the end-to-end customer journey stages—from exploring markets to realizing value—to improve service relationships and overall service experience.
- Engage effectively with customers, users, suppliers, and partners by applying communication skills, collaboration practices, and relationship-building techniques.
- Design, negotiate, onboard, and co-create services that meet customer requirements while managing demand, service offerings, service levels, and continuous interactions.

ITIL4-DSV: ITIL 4 Specialist Drive Stakeholder Value Certification

OUTLINE

Day 1

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 1: Explore	- Understanding service consumers - Understanding service providers
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Continuation Chapter 1: Explore	- Understanding markets - Target markets
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Chapter 2: Engage	- Communicating and collaborating - Understand service relationship
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Continuation Chapter 2: Engage	- Building service relationship - Managing suppliers and partners

ITIL4-DSV: ITIL 4 Specialist Drive Stakeholder Value Certification

Day 2

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 3: Offer	- Managing demands - Specifying customer requirements - Designing service offering - Selling and obtaining offerings
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Chapter 4: Agree	- Planning value co-creation - Negotiating and agreeing service
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Chapter 5: Onboard	- Planning onboarding - Fostering user relationships - Providing user channels
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Continuation Chapter 5: Onboard	- Enabling users for service - Elevating mutual capabilities - Off-boarding customers and users

ITIL4-DSV: ITIL 4 Specialist Drive Stakeholder Value Certification

Day 3

Time	Module	Topic Coverage
8:30AM – 9:00AM	Registration	-
9:00AM – 10:30 AM	Chapter 6: Co Create	• Fostering a service mindset • On-going service interactions • Nurturing user committees
10:30AM – 10.45 AM	Tea Break	-
10:45AM – 12:30 PM	Chapter 7: Realize	• Fostering a service mindset • On-going service interactions • Nurturing user committees •
12.30PM – 1:30 PM	Lunch Break	-
1.30PM – 3:30PM	Continuation Chapter 7: Realize	• Fostering a service mindset • On-going service interactions • Nurturing user committees
3:30PM – 3:45PM	Tea Break	-
3:45PM – 5:00PM	Practice	• Relationship Management • Supplier Management • Business Analysis • Service Level Management • Service Catalogue management • Service Desk • Service Request Management • Portfolio Management