

ITIL® 4 Specialist Drive Stakeholder Value (DSV) with Exam

| **Vendor:** PeopleCert

Duration: 24.00 hours (3 days)

19.5 CPD Hours

Rating: ★ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This course 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 candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape. The associated certification exam voucher is included with this course. As an ITIL® Accredited Training Organization of PeopleCert, all students attending this training will be provided with the exam voucher as a part of delivery. ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

About This Course

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Who Should Attend

The target audience include, but is not limited to:

Relationship managers

Customer experience (CX) managers

Account managers

Service delivery managers

Service desk managers

Service Level Managers

Enterprise Architects

Service and Solution Architects

Business Analysts

Product Owners

Marketing Managers

Project Managers

Portfolio Managers

Supplier relationship Managers

Vendor Managers

Contract Managers

Customer experience/User experience Designers

Consultants

Prerequisites & Entry Requirements

General Prerequisites:

Candidates must hold the ITIL®4 Foundation Certificate.

Learning Outcomes

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

The purpose of this course is to give the delegate the understanding to optimize the value of the journey for all stakeholders, for example, to convert opportunity and demand into value and to drive stakeholder value.

Engagement is important in the optimization of service value because, as ITIL® Foundation explained, service value is co-created through the involvement of users, customers, sponsors, service providers, or any other stakeholder.

This course introduces ways and methods to drive stakeholder value and encourage stakeholders contribute to the creation of service value by exploring the following:

Value propositions

Fostering relationships

Keeping engagement channels open

Shaping demand

Designing service offerings

Aligning and agreeing expectations

Co-creating service experiences

Realizing value

Additional Course Details

We partner with New Horizons a PeopleCert ATO for our ITIL® Specialist Drive Stakeholder Value (DSV) with Exam training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL®4 Specialist Drive Stakeholder Value (DSV) with Exam course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL®4 Specialist Drive Stakeholder Value (DSV) with Exam?

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: How many CPD hours does this course provide?

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

Q: What is the duration of the ITIL®4 Specialist Drive Stakeholder Value (DSV) with Exam training?

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

Q: Do you provide corporate training for ITIL®4 Specialist Drive Stakeholder Value (DSV) with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL®4 Specialist Drive Stakeholder Value (DSV) with Exam. 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.

Q: Why choose Nexus Human for ITIL®4 Specialist Drive Stakeholder Value (DSV) with Exam?

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

Q: Are there any discount codes available?

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

Nexus Human

Professional Training & Development

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