

Studying the ITIL® 4 Specialist: Drive Stakeholder Value (DSV) looks at the engagement and interaction between a service provider and their customers, users, suppliers and partners, focusing on how organisations can convert demand into value with the use of IT enabled services.

Learn about SLA design, multi-supplier management, communication, relationship management, customer experience and user experience design, and customer journey mapping amongst other topics.

ITIL® 4 DSV is aimed at practitioners for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers

## COURSE CONTENT

The ITIL ITIL 4 Specialist: Drive Stakeholder Value Module will help you to :

- Understand how customer journeys are designed
- Know how to target markets and stakeholders and how to foster stakeholder relationships
- Know how to shape demand and define service offerings
- Know how to align expectations and agree details of services
- Know how to onboard and offboard customers and users
- Know how to act together to ensure continual value co-creation (service consumption / provisioning)
- Know how to realise and validate service value

[A complete module / lesson document will be released soon](#)

## HOW WE HELP

**Self Paced Learning** - The course is available on demand so you can study the content as much as you need to ensure full understanding before moving on.

**90 or 150 Day Access** - Choose the course access duration to fit study around your schedule.

**Fully Accredited** - Guaranteed accuracy of materials and relevance to the current syllabus.

**Study Guides & More** - Videos, quizzes, exercises, study guides and official syllabus and sample exams.

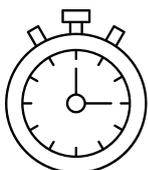
**Tutor Support** - Provided by qualified industry experts and included in the course price.

**24/7 Helpdesk** - Full support to assist you with any technical difficulties if ever and whenever they arise.

**Online Exam** - Included in course fee

## EXAM INFORMATION

### DURATION



90 minutes

### FORMAT



Closed Book  
Multiple Choice

### DELIVERY



Online  
Webcam  
Proctored

### PASS MARK



28/40  
Marks from  
8 Questions

### LANGUAGE



English  
(Extra time  
available for  
non-native  
English speakers)