

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.

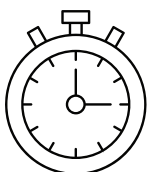
Tutor Support - Provided by qualified industry experts and included in the course price.

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)