



## Course 65024A: ITIL® 4 Drive Stakeholder Value (DSV)

### About This Course

The accredited ITIL 4 Drive Stakeholder Value course consists of 18 contact hours of material that can be self-studied or delivered by a trainer in 3 course days as traditional classroom or virtual instructor-led training. The course prepares you for the ITIL 4 Drive Stakeholder Value examination.

The purpose of the ITIL 4 Drive Stakeholder Value Qualification is:

- to provide 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 CX, UX and journey mapping concepts.

The purpose of the ITIL 4 Drive Stakeholder Value Examination is:

- to assess whether the candidate can demonstrate sufficient understanding and application of ITIL 4 to all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. The ITIL 4 Drive Stakeholder Value qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidates practical and technical knowledge about how to run successful, modern, IT-enabled services, teams and workflows.

### Certification Examination Type and Duration

Upon completion of the course, candidates may sit the ITIL 4 Drive Stakeholder Value examination leading to the ITIL Drive Stakeholder Value Certificate in IT Service Management. 90 minutes (or 113 minutes and use of a dictionary for those taking the examination in a language other than their native or working language) is allowed for the closed-book, supervised examination which may be taken online or in a paper-based format. The examination is multiple-choice, consisting of forty (40) questions. A score of 28 out of 40 (70%) or more is required to pass the examination.

### Audience

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM 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, and
- existing ITIL qualification holders wishing to develop their knowledge.

## Duration

The specification for this course specifies 30 contact hours of study, including the 90-minute exam, but exclusive of examination preparation (e.g., the review of the included sample exam(s)). The course is available as self-directed learning (including eLearning or Computer-Based Training, with an optional online exam with remote proctor) or as a traditional classroom or virtual instructor-led training delivery, with an in-person or online proctor. In a classroom setting, the typical expected time allocation will be 3 days, including time for summary, exam prep, mock exam, and the actual exam.

## Prerequisites

ITIL 4 Foundation certification and completion of an accredited ITIL 4 Drive Stakeholder Value training course in any format, e.g., traditional classroom, virtual instructor-led, or self-directed learning, e.g., eLearning, CBT, or digital or hardcopy courseware.

## Learning Objectives

At the end of this course, you should:

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

## Course Outline

Module 1: Designing Customer Journeys

Module 2: Targeting Markets & Stakeholders

Module 3: Fostering Stakeholder Relationships

Module 4: Defining Offerings & Shaping Demand

Module 5: Aligning Expectations/Agreeing Details

Module 6: On/Offboarding Customers/Users

Module 7: Continual Value Co-Creation

Module 8: Realizing & Validating Service Value

For more information or to place an order, visit [pultorak.com](https://pultorak.com) or contact us at [\(206\) 729-1107](tel:2067291107) or [info@pultorak.com](mailto:info@pultorak.com).