COURSE OUTLINE

ITIL'
ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

Course Code: SMG-4DSV

Course Name: eLearning ITIL® 4 Drive Stakeholder Value

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
4 day	Intermediate	In class / VILT	N/A	Azure

Course Overview

This module covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT enabled services.

The module 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.

Prerequisites
All modules have ITIL 4 Foundation as a pre-requisite.

Target Audience

ITIL4 Specialist Drive Stakeholder Value is aimed at practitioners responsible 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.

At course completion

The ITIL® 4 Specialist: Drive Stakeholder Value course covers the following learning outcomes:

- Understand how customer journeys are designed
- Know how to target markets and stakeholders
- Know 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 cocreation (service consumption / provisioning)

8. Know how to realize and validate service value

Topics

Introduction

Module 1: Customer Journey

Module 2: Customer Journey Step 1 - Explore

Module 3: Customer Journey Step 2 - Engage

Module 4: Customer Journey Step 3 – Offer

Module 5: Customer Journey Step 4 - Agree

Module 6: Customer Journey Step 5 - Onboard

Module 7: Customer Journey Step 6 – Co-Create

Module 8: Customer Journey Step 7 - Realize

Exams and Certifications

(*Please note that PeopleCert examinations cannot be sold separately and are included in the course pricing*)

ITIL Drive Stakeholder Value exam format

Multiple choice examination questions

40 questions

28 marks required to pass (out of 40 available) - 70%

90 minutes

duration Closed

book.

Vendor Annotation

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