ITIL® 4 Specialist – Drive Stakeholder Value with exam

Duration: 3 days
Audience: Professionnel TI|Gestionnaire

Who is this training for?

- Anyone who wants to upgrade their service management knowledge
- Managers and aspiring ITSM managers
- ITSM professionals who manage and onboard stakeholders, focus on the customer experience and journey, or are responsible for maintaining the relationship between partners and vendors
- ITIL® certification holders who want to update their knowledge

Training objectives

- Understand how customer journeys are designed
- Know how to target markets and stakeholders
- Know how to nurture relationships with stakeholders
- Know how to shape demand and define service offerings
- Know how to align expectations and agree on service details
- Know how to recruit and deactivate customers and services
- Know how to act together to ensure ongoing value co-creation (consumption of
- Know how to realize and validate the value of services

Summary

ITIL® 4 focuses on a new form of IT service management, focused on consumer experience, value streams, digital transformation and the latest ways of working, such as Lean, Agile and DevOps.

The ITIL® 4 - Drive Stakeholder Value certification allows students to understand all types of engagements and interactions between a service provider and their customers, users, suppliers, and partners, including the mapping and key concepts of customer experience (CX) and user experience (UX).

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The ITIL® 4 - Drive Stakeholder Value exam assesses whether you have a sufficient understanding of ITIL® 4 principles of all types of engagements and interactions between a service provider and their customers, users, suppliers, and partners.

The ITIL® 4 - Drive Stakeholder Value certification is one of the prerequisites for the ITIL® 4 Managing Professional designation, which assesses the technical and practical knowledge of IT departments, teams and workflows.

Our team of trainers includes professionals who work daily in environments where these practices support the co-creation of value. Our training includes examples, simulations and case studies related to the realities of today's organizations. Duration: 3 days (excluding the exam).

Course outline

- Understand how customer journeys are designed. (BL2)
- Know how to target markets and stakeholders. (BL2/3)
- Know how to maintain relationships with stakeholders. (BL2/3)
- Know how to shape demand and define service offerings. (BL2/3)
- Know how to align expectations and agree on service details. (BL2/3)
- Know how to recruit and deactivate customers and services. (BL2/3)
- Know how to act together to ensure the continuous co-creation of value (consumption of service/supply). (BL2/3)
- Know how to realize and validate the value of services. (BL2/3)

Approach and methodology

The training uses an approach focused on customer experience and value co-creation, based on scenarios and journey maps. It combines practical workshops (customer journey, service design, customer relations) and exchanges of experiences. The facilitator acts as a customer-oriented facilitator, helping to translate ITIL® concepts into concrete practices. Each student will receive an ITIL® 4 - Drive Stakeholder Value workbook in electronic format (PDF) that contains all presentation materials, lecture notes, case studies, and sample exams. An interactive approach including readings,

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discussions and experience sharing will prepare participants for the ITIL® 4 - Drive Stakeholder Value certification and provide them with the practical knowledge needed in their work.

Prerequisites

Training and certification prerequisites:

- Hold ITIL® 4 Foundation certification or equivalent content
- Proof of certification will be required upon registration.

In addition, you must have attended accredited training for this module (the recommended number of hours for this training is 18 hours, including the exam).

Recommendations

Participants are invited to reflect on relationships with their stakeholders (customers, users, partners) and to identify issues related to customer experience (CX/UX). It is recommended to bring examples of customer journeys or service management in order to enrich the workshops.

Certifications

- The exam is composed of 40 multiple-choice questions. No documentation is permitted during the review.
- The pass mark is 70% (28 correct answers out of 40).
- Each question is worth 1 point.
- No negative scores will be awarded.
- The exam lasts 90 minutes.
- Non-English speakers can request 25% more time to complete the exam.
- 15 questions are at level 2 on the Bloom scale (about 37.5%).
- 25 questions are at level 3 on the Bloom scale (about 62.5%).

Accreditations

This course qualifies you for 21 PMI® Professional Development Units (PDUs).

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Code for recognition of accreditation units: 50549MJYWO

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