bakkah

ITIL 4® Drive Stakeholder Value
Training Course

Exam is included within the course

Certification provided by   **PeopleCert**   **AXELOS** GLOBAL BEST PRACTICE
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Why Bakkah?

Bakkah is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.

Bakkah in Numbers

+80	+300	+600	+1,000	+20,000
Trainers	Clients	Client Engagements	Learning Sessions	Capabilities Built

Course Objective

The ITIL 4 Drive Stakeholder Value (DSV) aims to guide stakeholders through the principles and practices of co-creating value through services. The ITIL 4 Drive Stakeholder Value examination is intended 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

ITIL 4 Specialist: Drive Stakeholder Value will provide you with the skills and knowledge to:

- Effectively manage stakeholders and target them with the right service offerings and value propositions

- Ensure that value co-creation is the goal for all value streams

- Establish consumers and producers as multi-dependent, ensuring that value is always mutually agreed, and requirements are prioritized

- Keep customers front-of-mind and adopt a service mindset

- Integrate Human Centred Design, Customer Experience (CX), User Experience (UX) design, and customer journey mapping to deliver services that delight

- Build trusted relationships with stakeholders and develop effective and timely communications

Course Methodology

Online Training

📅 4 Days – Online Training

📋 Exam Simulation

👥 Group Activity (Break-out Session) after each lesson

✎ Access to additional References – Glossary/ Recommended Reading/ Syllabus

◆ Material language will be in English

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Targeted Audience

This specialist module is for IT professionals who are responsible for managing and interfacing with stakeholders, and fostering relationships to gain value realization.

DSV is beneficial to those who design or manage customer journeys and experiences, and manage customer demands and expectations.

Course Outline

Introduction

- Introduction
- Service Relationship
- Customer Journey

Customer Journey

- Concept of the customer journey
- Designing and improving customer journeys

Customer Journey Step 1 : Explore

- Targeting Markets
- Understanding markets
- Understanding service providers and their offers
- Understanding service consumers and their needs

Customer Journey Step 2 : Engage

- Managing Suppliers and partners
- Building service relationship
- Understanding service relationships types
- Communicating and collaboration

Customer Journey Step 3 : Offer

- Selling and obtaining service offerings
- Designing service offerings and user experiences
- Specifying and managing customer requirements
- Managing demand and opportunities

Customer Journey Step 4 : Agree

- Negotiating and agreeing service
- Agreeing and planning value co-creation

Customer Journey Step 5 : Onboard

- Offboarding customers and users
- Elevating mutual capabilities
- Enbaling users for service
- Providing user engagement and delivery channels
- Relating with users and fostering relationships
- Planning onboarding

Customer Journey Step 6 : Co-Create

- Nurturing user communities
- Ongoing service interactions
- Fostering a service mindset

Customer Journey Step 7 : Realize

- Realizing value for the service provider
- Evaluating value realization and improving customer journey
- Assessing and reporting value realization
- Tracking value realization
- Realizing value in different settings

ITIL 4 Practices

- Relationship Management Practice
- Supplier Management Practice
- Business Analysis Practice
- Service Level Management Practice
- Service Catalog Management Practice
- Service Desk Practice
- Service Request Management Practice
- Portfolio Management Practice

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