ITIL® 4 Specialist:
Drive Stakeholder Value Course

COURSE INFORMATION

Certification: ITIL® 4 Specialist: Specialist: Drive Stakeholder Value
Duration: 4 Days
Delivery Method: Classroom / Virtual Classroom
Accreditor: PeopleCert on behalf of AXELOS
Available Languages: English

COURSE DESCRIPTION

The ITIL ® 4 Specialist: Drive Stakeholder Value module is part of the Managing Professional stream for ITIL 4, and participants need to pass the related certification exam for working towards the Managing Professional (MP) designation. The ITIL® 4 Specialist: Drive Stakeholder module provides guidance on establishing, maintaining, and developing effective service relationships at appropriate levels. It guides the organizations on a service journey in their service provider and consumer roles, supporting effective interaction and communication.

The ITIL® 4 Specialist: Drive Stakeholder Value course is a 4-days course based on the ITIL® 4 Specialist: Drive Stakeholder Value exam specification from AXELOS. With the help of ITIL® 4 concepts and terminology, exercises, and examples included in the course, you will acquire relevant knowledge to pass the ITIL® 4 Specialist: Drive Stakeholder Value certification exam.

AUDIENCE

The target audience for the ITIL ® 4 Specialist: Drive Stakeholder Value includes, but are not limited to, the following:

- Service management practitioners involved in interactions with customers, users and suppliers
- Team leads and middle management of service providers
- Service and product owners, service designers
- Relationship managers, service level and service experience managers

Professionals with following job titles are expected to benefit from this module:

- Business Relationship Manager, Account Manager; Service Delivery Manager, Service Level Manager, Enterprise Architect, Solution Architect, Business Architect, Business Analyst, Project Manager, Demand Manager, Portfolio Manager, Supplier Relationship Manager, Vendor Manager, Contract Manager, UX Designer, Consultants
- Product Owners, Marketing Manager; Knowledge Manager; Customer Service Support; Cyber Security Manager

LEARNING OBJECTIVES

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Specialist: Drive Stakeholder Value exam specification:

- 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 co-creation (service consumption / provisioning)
- Know how to realize and validate service value

PREREQUISITES

To take the ITIL® 4 Specialist: Drive Stakeholder Value course, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course.

COURSE MATERIALS

The ITIL® 4 Specialist: Drive Stakeholder Value "Pro" course includes the following course components:

For Participants
- Course Book (eBook or printed)
- Practice Questions
- Pre-course Reading
- Post-course Reading

EXAM FACTS

Delivery: Online (Web-based)
Format: Closed book
Proctoring: Web-proctored
Duration: 90 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of Questions: 40, simple multiple choice (1 mark per question)
- Bloom's Level 2 and 3
Pass Grade: 70% or higher (28 correct answers)

EXAM LOCATION

Exam will be conducted online with a virtual proctor using an exam voucher which is included with the purchase of the course.