

Curso ITIL4DSV - ITIL 4 Specialist: Drive Stakeholder Value with Exam

24,00 Horas

Introdução

Engagement is crucial to optimizing service value. This is because service value is always cocreated by users, customers, sponsors, service providers, and any other parties involved in the service. To drive stakeholder value, all stakeholders must contribute to the co-creation of service value. This course will discuss the main steps of a customer journey, providing guidance on how to co-create the most valuable journey.

The ITIL 4 Drive Stakeholder Value (DSV) qualification is intended to provide 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.

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

Público-alvo

The target audience for this qualification is:

- individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers
- ITSM practitioners managing the operation of IT enabled & digital products and services, and those
- responsible for the end-to-end delivery
- existing ITIL qualification holders wishing to develop their knowledge.

Quando completar o curso

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. The ITIL 4 Drive Stakeholder Value qualification is one of the prerequisites 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.

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

- to understand how customer journeys are designed
- to Know how to target markets and stakeholders
- to know how to foster stakeholder relationships
- to Know how to shape demand and define service offerings

- to know how to align expectations and agree details of services
- to Know how to onboard and offboard customers and users

Credits

Upon successfully achieving the ITIL Foundation certificate, student registered with PMI will be recognized with 21 Professional Development Units (PDU'S).

Pré-requisitos

For this course you are required to have successfully attained your ITIL 4 Foundation certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Exames

The exam is closed book with forty (40) multiple choice questions. The pass score is 70% (28 out of 40 questions). The exam lasts 90 minutes. The exam can be taken Online.

Certificate • ITIL® 4 Managing Professional Drive Stakeholder Value (DSV)

Conteúdo em detalhe

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 DSV test.

Module 1: Customer Journey

- Purpose of Mastering the Customer Journey
- Touchpoints and Service Interactions
- Mapping the Customer Journey
- Designing the Customer Journey
- Measuring and Improving the Customer Journey

Module 2: Customer Journey Step 1: Explore

- Purpose of the Explore Step
- Understanding Service Consumers
- Understanding Service Providers
- Understanding and Targeting Markets

Module 3: Customer Journey Step 2: Engage

- Purpose of the Engage Step
- Aspects of Service Value
- Service Relationship Types
- Building Service Relationships
- Building and Sustaining Trust and Relationships
- Analyzing Customer Needs
- Managing Suppliers and Partners

Module 4: Customer Journey Step 3: Offer

- Purpose of Shaping Demand and Service Offerings
- Managing Demand and Opportunities
- Specifying and Managing Customer Requirements
- Designing Service Offerings and User Experience
- Selling and Obtaining Service Offerings

Module 5: Customer Journey Step 4: Agree

- Purpose of Aligning Expectations and Agreeing Services
- Agreeing and Planning Value CoCreation
- Negotiating and Agreeing a Service

Module 6: Customer Journey Step 5: Onboard

- Purpose of Onboarding and Offboarding
- ITIL Management Practices
- Planning Onboarding
- Fostering Relationships with Users
- Providing User Engagement and Delivery Channels
- Enabling Users for Service
- Elevating Mutual Capabilities
- Offboarding

Module 7: Customer Journey Step 6: Co-create

- Purpose of Service Provision and Consumption
- Module Topics
- Service Mindset
- Ongoing Service Interactions
- Nurturing User Communities

Module 8: Customer Journey Step 7: Realize

- Measuring Service Value
- Purpose of Value Capturing and Customer Journey Improvement
- Realizing Service Value in Different Settings
- Tracking Value Realization
- Assessing and Reporting Value Realization
- Evaluating Value Realization and Improving Customer Journeys
- Realizing Value for the Service Provider