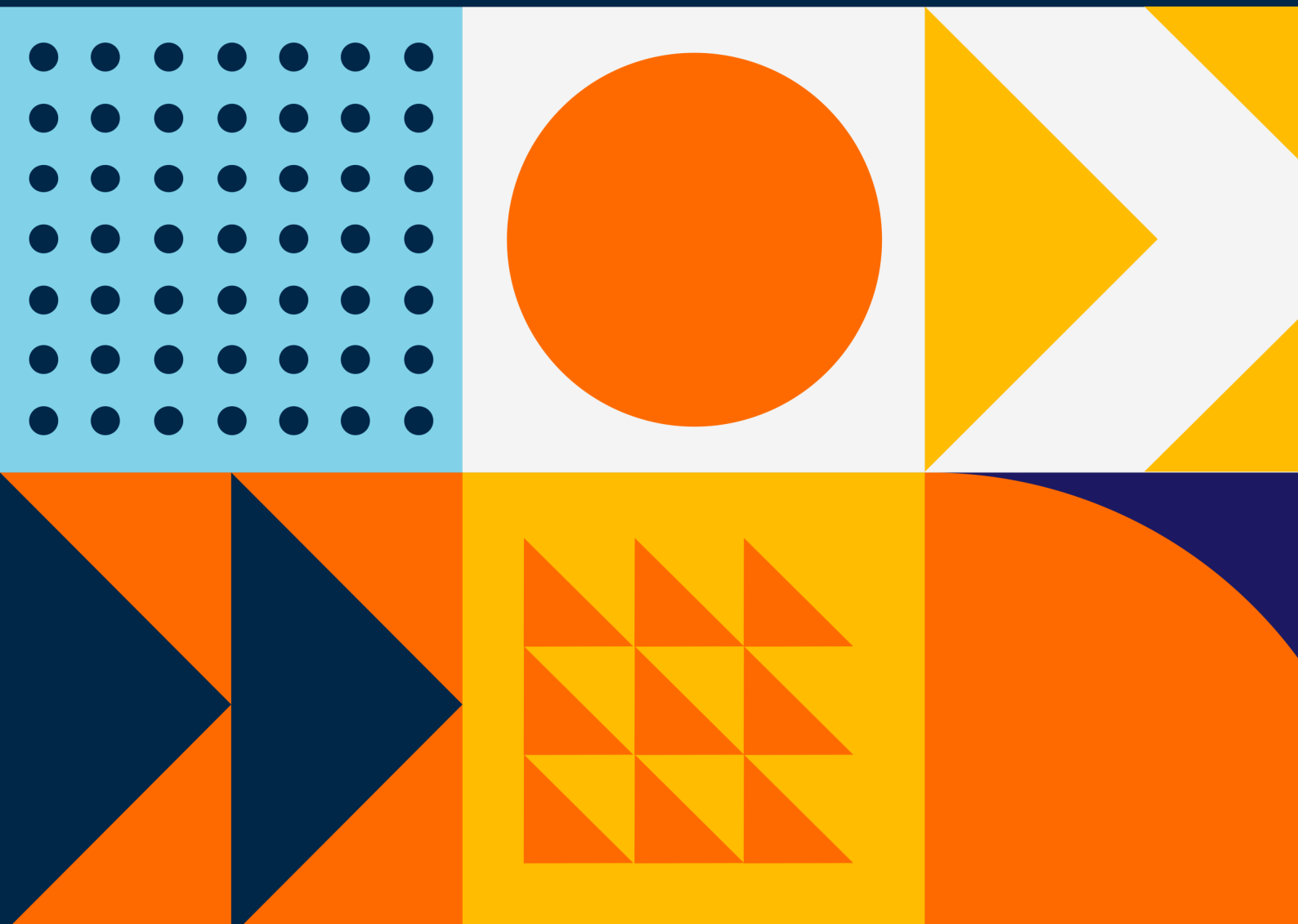




We do **IT**
to inspire.

IT Service Management:

**ITIL® 4 Specialist: Drive Stakeholder
Value Training**





About Us

who we are.

Averest is one of the leading and fast-growing companies specialising in Information Technologies, Cyber Security, Cloud Computing, DevOps, Artificial Intelligence, Agile and Scrum, and Project Management, which is based in the United Kingdom and Turkey. Averest provides high-quality tech-accredited training and business solutions to its clients on these topics and more.



Why You Should Learn With Us?

We offer accredited Programs that are available for anyone wishing to acquire skills and gain professional certification to take their career to the next level.

- **100+ Premium Programs**

Choose the appropriate program, date and region for your occupation.

- **50+ World-Wide Accredited Certifications**

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We help many of the world's leading companies to build their tech and digital capabilities.

Our partners.



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Program

ITIL® 4 Specialist: Drive Stakeholder Value Training

Overview

The ITIL® 4 Specialist: DSV certification course offers a variety of strategies for IT workers to communicate with stakeholders to impact and improve the overall customer/user experience.

What You Will Learn?

- 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 on 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 realise and validate service value.

Course Key Features

- Practice exams and prep questions
- Exam Voucher included
- After-course instructor coaching
- 18 PMI PDUs

Eligibility

The ITIL® 4 Specialist: Drive Stakeholder Value Training course aims at individuals continuing their journey in service management, ITSM managers and aspiring ITSM managers, and ITSM practitioners responsible for managing and integrating stakeholders.

Program

ITIL® 4 Specialist: Drive Stakeholder Value Training

Program Outline

Understand how customer journeys are designed

- Understand the concept of the customer journey
- Understand the ways of designing and improving customer journeys

Know how to foster stakeholder relationships

- Understand the concepts mutual readiness and maturity
- Understand the different supplier and partner relationship types, and how these are managed
- Know how to develop customer relationships
- Know how to analyse customer needs
- Know how to use communication and collaboration activities and techniques
- Know how the relationship management practice can be applied to enable and contribute to fostering relationships (the relationship management practice)
- Know how the supplier management practice can be applied to enable and contribute to supplier and

Know how to target markets and stakeholders

- Understand the characteristics of markets
- Understand marketing activities and techniques
- Know how to describe customer needs and internal and external factors that affect these
- Know how to identify service providers and explain their value propositions

Know how to shape demand and define service offerings

- Understand methods for designing digital service experiences based on value driven, data driven and user centred service design
- Understand approaches for selling and obtaining service offerings
- Know how to capture, influence, and manage demand and opportunities
- Know how to collect, specify, and prioritize requirements from a diverse range of stakeholders
- Know how the Business analysis practice can be applied to enable and contribute to requirement management and service design (the business analysis)

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ITIL® 4 Specialist: Drive Stakeholder Value Training

partner relationships management (the supplier management practice)

Know how to align expectations and agree details of services

- Know how to plan for value co-creation
- Know how to negotiate and agree service utility, warranty and experience
- Know how the Service level management practice can be applied to enable and contribute to service expectation management (the service level management practice)

Know how to act together to ensure continual value co-creation (service consumption / provisioning)

Know how to onboard and offboard customers and users

- Understand key transition, onboarding and offboarding activities
- Understand the ways of relating with users and fostering user relationships
- Understand how users are authorized and entitled to services
- Understand different approaches to mutual elevation of customer, user and service provider capabilities
- Know how to prepare onboarding and offboarding plans
- Know how to develop user engagement and delivery channels
- Know how the Service Catalogue management practice can be applied to enable and contribute to offering user services (the service catalogue management practice)
- Know how the Service Desk practice can be applied to enable and contribute to user engagement
- Understand how users can request services

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- Understand methods for triaging of user requests
- Understand the concept of user communities
- Understand methods for encouraging and managing customer and user feedback
- Know how to foster a service mindset (attitude, behaviour, and culture)
- Know how to use different approaches to provision of user services
- Know how to seize and deal with customer and user 'moments of truth'
- Know how the Service request management practice can be applied to enable and contribute to service usage (the service request management practice

Program

ITIL® 4 Specialist: Drive Stakeholder Value Training

Program Schedule

14-16 Nov 2022	Istanbul , Turkey	ITIL® 4 Specialist: Drive Stakeholder Value Training In-Class , 09:00 - 16:00 , UTC +03:00
21-23 Nov 2022	City of London , United Kingdom	ITIL® 4 Specialist: Drive Stakeholder Value Training In-Class , 09:00 - 16:00 , UTC +03:00
05-07 Dec 2022	-	ITIL® 4 Specialist: Drive Stakeholder Value Training Online Instructor-Led , 09:00 - 16:00 , UTC +03:00
05-07 Dec 2022	Istanbul , Turkey	ITIL® 4 Specialist: Drive Stakeholder Value Training In-Class , 09:00 - 16:00 , UTC +03:00



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