ITIL® 4 Drive Stakeholder Value

Course Description:
ITIL 4 brings ITIL up to date in 2019 by revising many established ITSM practices and placing them 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.

ITIL 4 Specialist Drive Stakeholder Value (DSV) is aimed at practitioners responsible for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers.

Course and Learning Objectives:
This course prepares students for the ITIL 4 Drive Stakeholder Value exam. After participating in this course, a 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. This course focuses on the conversion of demand into value via IT enabled services.

The course also covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more.

The ITIL 4 Drive Stakeholder Value qualification is one of the pre-requisites 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.

Course Approach:
This course is delivered in a classroom setting using a case study and exercises that are designed to guide candidates, whether they are customers or service providers, through the principles and practices of co-creating value through services. Students who have attended this course, and have done some self-study, are suitably prepared to take the associated ITIL 4 DSV test.

Certificate:
ITIL® 4 Drive Stakeholder Value
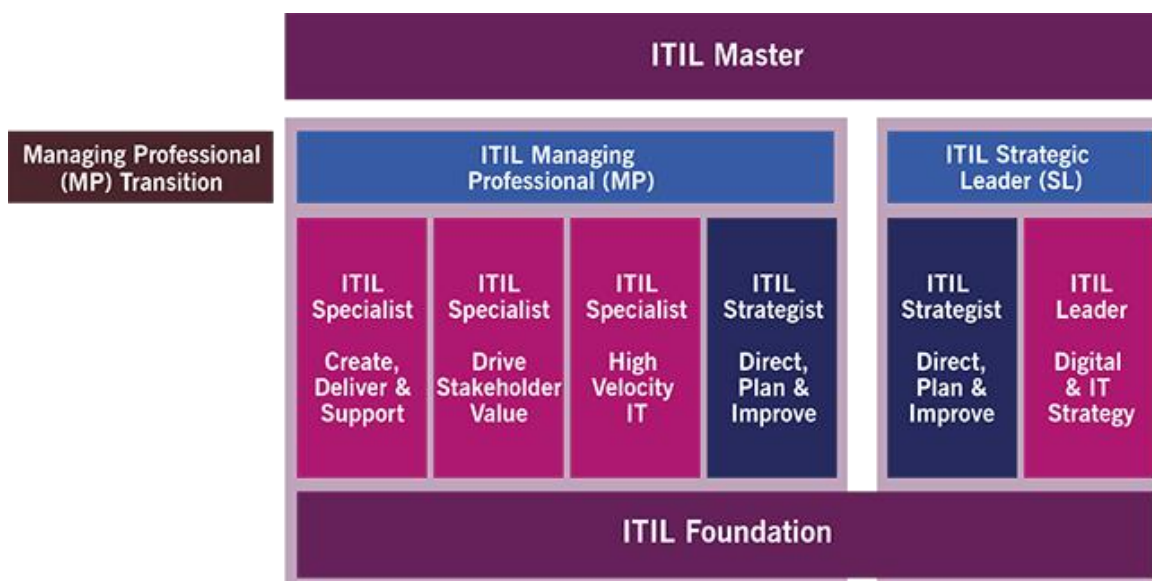
Kenfil Hong Kong Ltd.

Course Student Material:
Participants will receive an ITIL® DSV classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Duration
3 days

Languages:
Cantonese

Target Audience:
The target audience for this qualification is:
- individuals continuing their journey in service management
- ITSM managers & aspiring ITSM managers
- ITSM practitioners managing and integrating stakeholders, focus on the customer journey & experience, and those responsible for fostering relationships with partners and suppliers
- existing ITIL qualification holders wishing to develop their knowledge.

Prerequisites
For this course, you are required to have obtained your ITIL 4 Foundation certificate. You will need to provide us with a copy of this certificate upon registration in order to take this course.

About the Examination:
The exam is closed book with forty (40) multiple-choice questions. The pass grade is 70% (28 out of 40 questions).