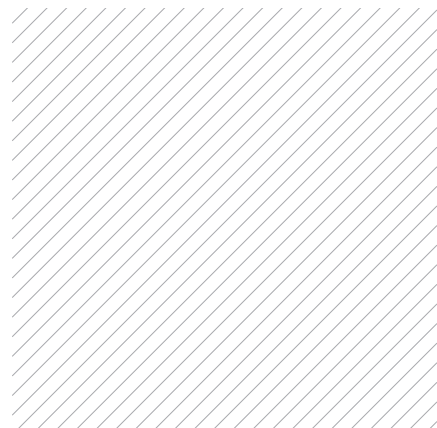




# ITIL 4 Specialist: Drive Stakeholder Value (DSV) Training Course

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## › Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



### CONTENT

- Designed by Experts
- Update you about the hottest topics in business world.



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### FLEXIBLE DELIVERY METHODS

- Live Online

# About the Course

- The ITIL 4 Specialist: Drive Stakeholder Value course focuses on developing skills to drive stakeholder value in service management. Accredited by AXELOS, this program covers stakeholder engagement, communication, and relationship management within the ITIL framework.

## » Why Earn this Badge?



## Who Needs this Course?

01 Service managers.

02 Customer experience managers.

03 Service desk managers.

04 Relationship managers.

05 IT professionals.

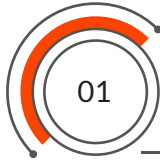
06 Business analysts.



# Course Objectives:

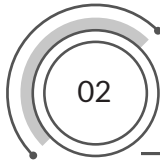


By the end of this course, you'll able to:



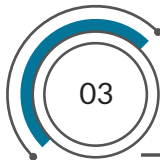
01

Understand and engage stakeholders effectively.



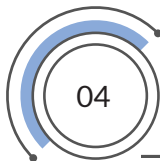
02

Analyze stakeholder needs and expectations.



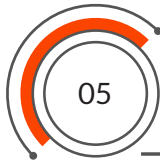
03

Implement communication and relationship management strategies.



04

Co-create value with stakeholders and align services.



05

Monitor and measure stakeholder satisfaction.



06

Drive continual improvement in stakeholder engagement.

# □ Exam Details

## ITIL 4 Specialist DSV Exam Prerequisite

- ITIL® Foundation Certificate in IT Service Management **OR**  
ITIL® 4 Managing Professional Transition Certificate
  - Training through an Accredited Training Organisation
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## Exam Format

- Single/ Multiple Choice Questions
- Exam duration: 90 minutes
- No. of questions: 40 questions
- Pass Score: 70% (get 28 questions correct)
- Closed book



# Course Outlines

## 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

# Course Outlines

## 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
- ✔ Enabling users for service
- ✔ Providing user engagement and delivery channels
- ✔ Relating with users and fostering relationships
- ✔ Planning onboarding



# Course Outlines

## Customer Journey Step 6 : Co-Creat

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

## Customer Journey Step 7 : Realize ITIL 4 Practices

- ✔ 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



[www.bakkah.com](http://www.bakkah.com)