Training: ITIL®
ITIL® 4 Specialist: Drive Stakeholder Value (DSV)

PeopleCert

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

Enhance your skills to deliver exceptional value by focusing on the conversion of demand into tangible benefits through IT-enabled services.

The ITIL® 4 Specialist: Drive Stakeholder Value (DSV) qualification is intended to provide the candidate with 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.

The ITIL® 4 Specialist: 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 Specialist: 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.

The target audience for this qualification is:

- Individuals, who are continuing their journey in service management
- ITSM managers
- ITSM practitioners managing the operation of IT-enabled, digital products and services
- Holders of existing ITIL® qualifications who wish to update and develop their knowledge further

CONSPECT:

- Introduction
  - The importance of engagement
  - Key principles
- The customer journey
  - Stakeholder aspirations
  - Touchpoints and service interactions
  - Mapping the customer journey

Compendium Centrum Edukacyjne Spółka z o.o.
ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70
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- Designing the customer journey
- Measuring and improving the customer journey

- Step 1: Explore
  - Understanding service consumers and their needs
  - Understanding service providers and their offers
  - Understanding markets
  - Targeting markets
- Step 2: Engage
  - Communicating and collaborating
  - Understanding service relationship types
  - Building service relationships
  - Managing suppliers and partners
- Step 3: Offer
  - Managing demand and opportunities
  - Specifying and managing customer requirements
  - Designing service offerings and user experience
  - Selling and obtaining service offerings
- Step 4: Agree
  - Agreeing and planning value co-creation
  - Negotiating and agreeing a service
- Step 5: Onboard
  - Planning onboarding
  - Relating to users and fostering relationships
  - Providing user engagement and delivery channels
  - Enabling users for services
  - Elevating mutual capabilities
  - Offboarding customers and users
- Step 6: Co-create
  - Fostering a service mindset
  - Ongoing service interactions
  - Nurturing user communities
- Step 7: Realize
  - Realizing service value in different settings
  - Tracking value realization
  - Assessing and reporting value realization
  - Evaluating value realization and improving customer journeys

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- Realizing value for the service provider

REQUIREMENTS:

This course is a management level course intended only for individuals who have obtained their ITIL® 4 Foundation certificate.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Specialist: Drive Stakeholder Value (DSV) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Specialist: Drive Stakeholder Value (DSV) certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. The ITIL® 4 Drive Stakeholder Value publication and the ITIL® Practices Guidance documentation should be used for study, but they are NOT permitted to be used in the exam.

- Exam duration: 90 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

- Number of marks: 40 marks

There are 40 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 28 marks

You will need to get 28 questions correct (70%) to pass the exam.

- Level of thinking: Bloom’s levels 2 & 3

‘Bloom’s level’ describes the type of thinking needed to answer the question. For Bloom’s 2 questions, candidates need to show understanding of the concepts, methods and principles of DSV. For Bloom’s 3 questions, candidates need to demonstrate application of these concepts, methods and principles of DSV, as well as information from the related practices.

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- Question types: Standard, negative, & list

The questions are all ‘multiple choice’.

‘Standard’ questions have a question and four answer options.

‘Negative’ questions are ‘standard’ questions in which the question stem is negatively worded.

‘List’ questions provide a list of four statements and candidates have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

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