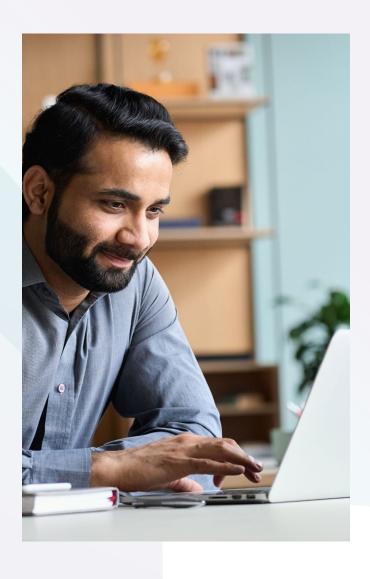# ITIL® 4 Specialist:
# Drive Stakeholder Value

# Overview

The ITIL 4 Specialist: Drive Stakeholder Value certification is a module designed for IT professionals seeking to excel in fostering strong relationships with stakeholders to co-create value. This certification focuses on the critical role of IT in managing customer journeys, experiences, and expectations to ensure the delivery of exceptional services.

In today's business landscape, the success of IT services heavily relies on understanding and fulfilling customer needs and expectations. This module equips IT practitioners with the knowledge and skills needed to build and maintain positive relationships with stakeholders, which is vital for driving customer satisfaction and business success.

# Objectives

3 days

The objectives of this course are to:

» Efficiently handle essential stakeholders
» Establish reliable partnerships
» Influence customer demand
» Integrate efficient design thinking
» Enhance user experience and customer satisfaction.

## Exam and certification

ITIL 4 Specialist: Drive Stakeholder Value (DSV)
This course includes the DSV online exam which consists of:

» 40 questions
» Multiple choice
» 28 out of 40 marks required to pass (70%)
» 90 minutes
» Closed book

This exam is a prerequisite for obtaining the ITIL 4 Managing Professional designation.

ITIL 4 Managing Professional (ITIL MP)
ITIL MP is an ITIL stream that provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows. To obtain the ITIL PM designation, you must complete the following four modules:

» ITIL 4 Specialist: Create, Deliver and Support
» ITIL 4 Specialist: Drive Stakeholder Value
» ITIL 4 Specialist: High-Velocity IT
» ITIL 4 Strategist: Direct, Plan and Improve

On successful completion of all four modules, you will automatically receive the ITIL 4 Managing Professional designation.

Your certification will need to be renewed within three years of its original certification date. Please refer to PeopleCert for more information.

# Key Topics

» 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 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 Delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience. Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of ITIL 4.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

**Virtual training:** You can learn more about our virtual delivery here.

**Materials:** A comprehensive participant workbook and a course eBook are provided. A course hard copy is available for purchase at an additional cost.

## Sitting your exam

One day before the course starts you will receive an email directly from Peoplecert. This includes a voucher code which provides access to course materials and the PeopleCert exam scheduling platform. You have 6 months to schedule and sit your exam online. Please check the requirements here when making your booking.

Your certification will need to be renewed within three years of its original certification date. Please refer to PeopleCert for more information.

## Take$^2$ Re-sit exam option

PeopleCert provide you with the opportunity to sit your exam knowing that if the outcome is not what you expected, you could have another attempt, at a fraction of the exam price.

Learn more about Take$^2$ option.

### PeopleCert Membership is available to everyone!

All you need is a PeopleCert account to join as an Essential member and gain access to a variety of resources - for free.

Upgrade to the annual Plus plan to unlock a full suite of expert resources, showcase your skills with Digital Badges and keep your certifications up to date by collecting Continuous Professional Development points.

PeopleCert administers the ITIL 4 Specialist: Drive Stakeholder Value examination scheme. PM-Partners is an accredited partner of PeopleCert (Partner ID: 3800).

# Who is this course for?

IT professionals who foster relationships with stakeholders to co-create value.

» ITSM Managers
» Service Desk Managers
» Professionals in DevOps teams

## Course prerequisites

Participants must hold a current ITIL 4 Foundation certification as a prerequisite for studying Drive Stakeholder Value module.

# Why learn with PM-Partners?

## Because we turn your career goals into reality.

Poor project skills are consistently quoted as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team. This means setting clear goals and making a commitment to continuous improvement.

Certification and training is a vital part of this journey. But you need to know which foot to put forward, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

## Tell us where you want to go

At PM-Partners we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

## Helping to develop professional capabilities for 25 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 12,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All highly qualified practitioners in their field, they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

## Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications in multiple disciplines, including key products in AXELOS' best practice portfolio, such as ITIL®, PRINCE2®, PRINCE2 Agile®, MSP®, MoP®, P3O® and P3M3®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits, Facilitation and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To find out more about how we can help you or your organisation uplift their capability, contact the experts on 1300 70 13 14.

Mike Boutel
Head of Training

Nekta Vamvoukakis
Corporate Training Consultant

Jourdan Clark
Professional Development Manager

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*Please note: payment is due 14 days before course start date.

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# Customer story

Listen to Dominic Cain speak about how he went from being a young Chef to a Programme Director.

> "PM-Partners have been leaders in training and professional certification for over 20 years.

> Our trainers are highly qualified practitioners in their chosen fields."

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