

ITIL® 4 Specialist: Drive Stakeholder Value (DSV) - accredited training with exam

Accredited training with exam ITIL® 4 Specialist: Drive Stakeholder Value (DSV) ITIL Certificate

The **ITIL® 4** 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 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 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.



Purpose of the training

IT and digital professionals responsible for managing and interfacing with stakeholders and fostering relationships to gain **value realisation**.

Anyone who designs or manages customer journeys and experiences.

IT and digital professionals who need to manage customer demands and expectations.

Service management practitioners wishing to obtain **ITIL Managing Professional (ITIL MP)** designation.

Typical roles: Business Relationship Manager; Enterprise Architect; Project Manager; Supplier Relationship Manager; UX/CX Designer; Service Level Manager; Customer Success Manager; Scrum Master; IT Solutions Manager; Contract Manager; Enterprise Architect; Vendor Manager; Demand Manager



Benefits of completing the training

ITIL®4 Specialist: DSV Benefit Statements

- Learn about all types of engagement and interaction between a service provider and their customers, users, suppliers and partners
- Understand how to convert demand into value via **IT-enabled services**
- Combines both consumers and producers into multi-dependent workflows and systems
- Provides candidates with the tools to increase stakeholder satisfaction which is integral to **business success** in the current

ITIL®4 Specialist: DSV will provide you with the skills and knowledge to:

- Effectively manage stakeholders and target them with the right service offerings and **value** propositions
- Ensure that value co-creation is the goal for all **value streams**
- Establish consumers and producers as multi-dependent, ensuring that value is always mutually agreed, and requirements are prioritised
- Keep customers front-of-mind and adopt a service mindset
- Integrate Human Centred Design, Customer Experience (**CX**), User Experience (**UX**) design, and customer journey mapping to deliver services that delight
- Build trusted relationships with stakeholders and develop effective and timely communications.



Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.



Exam description

- Exam duration: 90 minutes.
- Single choice questions.
- There are 40 questions, each worth 1 mark. There is no negative marking.
- Candidates need to get 28 questions correct (70%) to pass the exam.
- This is a 'closed book' exam.



Expected Listener Preparation

[ITIL®4 foundation certification](#)



Training Language

- **Training:** English
- **Materials:** English
- **Exam:** English

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 DSV online exam
- Authorized ITIL® 4 DSV manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam repetition: PLN 200

Duration

3 days / 21 hours

Training agenda

The course covers major steps of customer journey from exploration of market to value capturing.

The program contains **ITIL®4** management concepts and practices required to support collaborative relationships with consumers, partners, suppliers and other stakeholders necessary to co-create value:

- 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 realize and validate **service value**

Practices covered: **Business analysis**, Portfolio management, Relationship management, Service catalogue management, Service desk, Service level management, Service request management, Supplier management