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Learning Style: Virtual Classroom

Provider: ITIL®

Difficulty: Beginner

Course Duration: 3 Days

ITIL Specialist: Drive Stakeholder Value

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for ITIL Specialist: Drive Stakeholder Value Exam"

About This Course:

This three-day hands-on program leads to a ITIL Specialist Certificate in ITIL Drive Stakeholder Value. This program is for IT professionals designing customer journeys, creating and fostering stakeholder relationships, shaping demand and defining service offerings, onboarding and offboarding customers and users, creating feedback and improvement opportunities, and validating service value and outcomes.

Course Objectives:

- Plan and build customer journeys
- Define and manage relationships with customers and suppliers

- Shape demand and define service offerings
- Build and Implement Onboarding and Offboarding Plans
- Learn how to Elevate Mutual Capabilities
- Understand “moments of truth”
- Realize and Validate Service Value

Audience:

All IT staff and Management responsible for the creation of new services, service offering planning, service delivery reporting and reviews, and user support would benefit from this course.

- Service Level Managers
- Business Relationship Managers
- IT Management and Leadership Teams
- Service Desk personnel and Management
- Technical Support personnel and Management

Prerequisites:

All students need to have completed and passed the ITIL 4 Foundation examination prior to attending this course.

Course Outline:

1. Designing a Customer Journey
2. Fostering Stakeholder Relationships
 - Mutual Readiness and Maturity
 - Supplier/Partner Relationship Types
 - Developing Customer Relationships
3. Shaping Service Demand and Defining Service Offerings
 - Digital Service Experiences
 - Value-driven
 - Data-driven
 - User-centered
 - Selling and procuring service offerings
4. Onboarding and Offboarding Customers and Users
5. Key Transition Activities
6. Fostering User Relationships
7. User Authorization
8. Mutual Elevation of Capabilities
9. Preparing Onboarding and Offboarding Plans
10. User Engagement and Delivery Channels
11. Co-Creation of Value
12. Requesting Services
13. Managing Feedback
14. Moments of Truth

