

COURSE OVERVIEW

Course Name:
(MC-DSVE) ITIL® 4 Drive Stakeholder Value

COURSE DURATION: 3 Days

Gauteng:

3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:

3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302



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INTRODUCTION

The ITIL 4 Specialist Drive Stakeholder Value course covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT-enabled services and focuses on the customer journey. It will provide candidates with the tools to increase stakeholder satisfaction by co-creating value which is integral to business success in the modern service economy.

This course covers a wide range of methods that will enable IT professionals to interact with stakeholders to influence and improve the overall customer/user experience.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
 - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client



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INTENDED AUDIENCE

- 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.

PREREQUISITES

- Learners must have an ITIL 4 Foundation certificate or have attended and passed ITIL 4 Managing Professional Transition.
- ITIL v3 or previous versions of ITIL Foundation certificates are NOT a valid prerequisite.

COURSE OBJECTIVES

As part of ITIL 4 Specialist: Drive Stakeholder Value course delegates will learn how to:

- Shape customer demand - Effectively manage stakeholders and target them with the right service offerings and value propositions.
- Create a trusted relationship with your stakeholders - Understand how to use effective and timely communication to influence stakeholders at all levels to encourage a culture of collaboration and transparency.
- Develop mutually agreed requirements - Establish consumers and producers as multi-dependent, ensuring that value is always mutually agreed, and requirements are prioritised.
- Ensure high customer satisfaction levels - Keep customers front-of-mind and adopt a service mindset.
- Optimise the customer experience - Integrate Human Centred Design, Customer Experience (CX), User Experience (UX) design, and customer journey mapping to deliver services that delight and evolve as environments change.

COURSE CONTENT

This certificated course consists of the following areas of learning.

- Introduction
- Customer journey
- Customer journey: Explore
- Customer journey: Engage
- Customer journey: Offer
- Customer journey: Agree
- Customer journey: Onboard
- Customer journey: Co-create
- Customer journey: Realise

ASSOCIATED EXAMS AND CERTIFICATION

- 90-minute duration
- Closed book
- 40 questions
- Pass mark is 70% or higher – a raw score of 28 marks or above