



# ITIL® 4 SPECIALIST: DRIVE STAKEHOLDER VALUE (DSV)

ENSURING DIGITAL AND I.T. SERVICES DELIGHT

## ITIL 4 SPECIALIST: DRIVE STAKEHOLDER VALUE (DSV)

The ITIL 4 Specialist: Drive Stakeholder Value module is for IT professionals who foster relationships with stakeholders to co-create value. Drive Stakeholder Value benefits anyone who manages customer journeys, experiences, or expectations.

This course touches further upon the customer journey, allowing candidates to shape customer demand, manage relationships, and optimise the customer experience. It will also enable candidates to increase stakeholder satisfaction by co-creating value and developing mutually agreed requirements, providing the necessary tools to foster an advantageous culture of collaboration and transparency.

The ITIL 4 Drive Stakeholder Value qualification is one of the prerequisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about enabled services, teams and workflows.



**ITL202**  
COURSE CODE



**3 Days**  
COURSE DURATION



**English | Arabic**  
COURSE LANGUAGE

### Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- 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 on-board and off-board customers and users
- Know how to act together to ensure continual value co-creation (service consumption / provisioning)

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- Know how to realise and validate service value

## Qualification Overview

<b>Duration</b>	3 days	18 training hours	Timing Flexible
<b>Audience</b>	<ul style="list-style-type: none"> <li>• Individuals continuing their journey in service management</li> <li>• ITSM Managers and aspiring ITSM Managers</li> <li>• ITSM practitioners who are responsible for managing and integrating stakeholders, focus on the customer journey and experience, and/or are responsible for fostering relationships with partners and suppliers</li> <li>• Existing ITIL qualification holders wishing to update their knowledge.</li> </ul>		
<b>Certification</b>	ITIL 4 Specialist: Drive Stakeholder Value		
<b>Exam Structure</b>	40 Multiple Choice Questions	90 minutes	Pass Score 28/40 or 70%
<b>Pre-requisites</b>	<ul style="list-style-type: none"> <li>• ITIL® Foundation Certificate in IT Service Management OR ITIL® 4 Managing Professional Transition Certificate</li> <li>• Training through an Accredited Training Organisation</li> </ul>		

## Program Outline

ITILDSV01	Course Overview
ITILDSV02	How customer journeys are designed
ITILDSV03	Foster stakeholder relationships
ITILDSV04	Shape demand and define service offerings
ITILDSV05	On-board and off-board customers and users
ITILDSV06	Act together to ensure continual value co-creation (service consumption / provisioning)
ITILDSV07	Realise and validate service value

**Note: Exam vouchers and the ITIL 4 Core Book are included in the course fees.**

## Relevant Programs



## Contact Us

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