ITIL® 4 Specialist: Drive Stakeholder Value (DSV) (ITIL4MPDS)

ID ITIL4MPDS **Prix** 1 159,– € (Hors Taxe) **Durée** 2,5 jours

A qui s'adresse cette formation

You are in possession of the ITIL 4 Foundation certificate and would like to get to know ITIL 4 and its practices in more depth. You are aiming for the ITIL 4 Managing Professional Status.

Pré-requis

You are in possession of the ITIL 4 Foundation certificate.

Objectifs

In this 2.5 day training you will learn an understanding of the concepts presented in the ITIL 4 publication Drive Stakeholder Values. This includes all types of engagement and interaction between a service provider and its customers, users, suppliers and partners.

The successful completion of the ITIL 4 Drive Stakeholder Value qualification is one of the prerequisites for achieving the ITIL 4 Managing Professional level, which proves the candidate's practical and technical knowledge of the use of successful, modern IT-enabled services, teams and workflows.

The ITIL 4 MP Drive Stakeholder Value Training is officially accredited and meets the requirements of the Official Accreditor of ITIL 4 (AXELOS). This gives you the guarantee that you will be taught all the key contents of ITIL 4.

After the training you want to have new skills and knowledge. You learn...

- ...the optimisation of the added value of your services through consistent consideration and improvement of the customer journey
- ...effectively manage/manage all stakeholder groups
- ...build trustworthy relationships
- ...shape customer demand
- ...optimise user and customer experience
- ...incorporate effective design thinking
- ...integrate the on- and off-boarding of customers and users
- ...incorporate lean, agile and DevOps working methods into your service management
- ...maintain valuable relationships to ensure high customer satisfaction

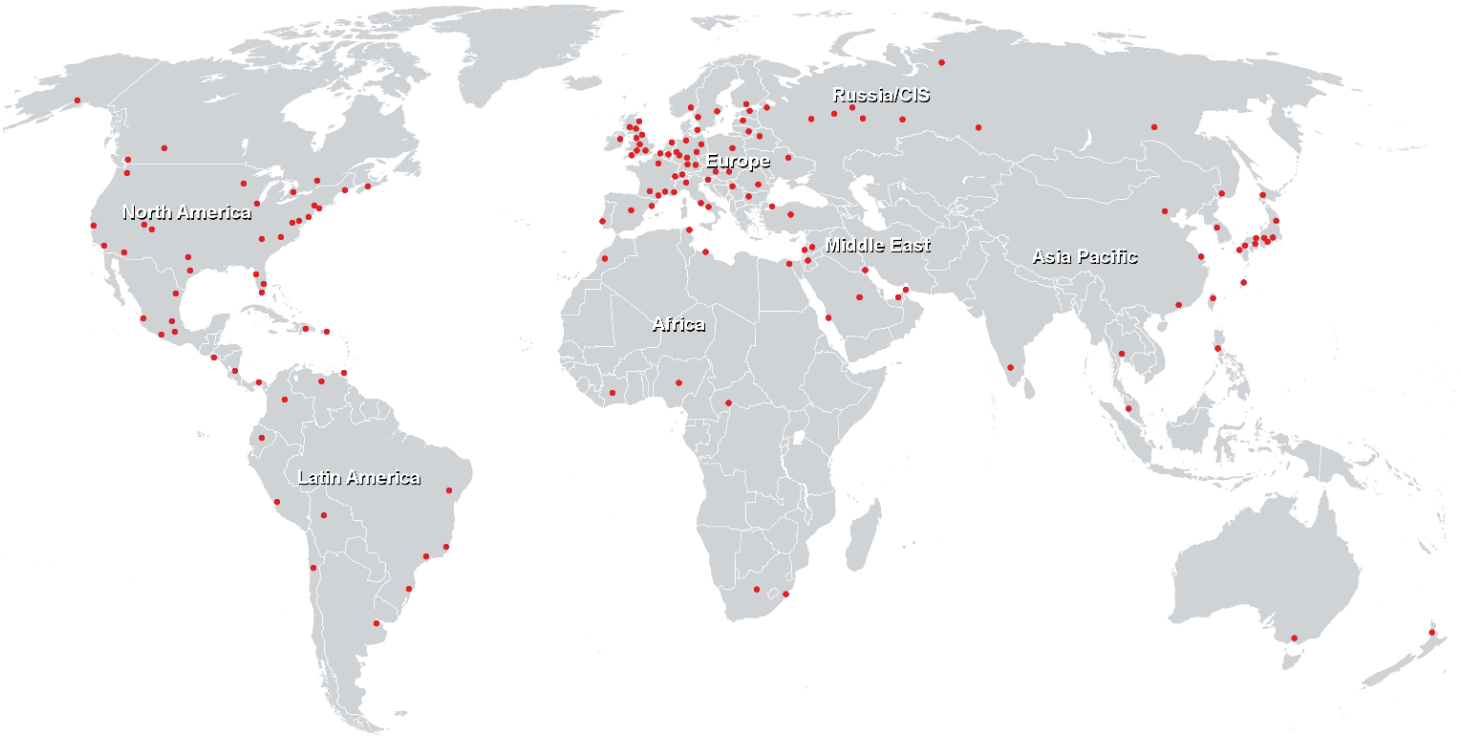
Contenu

The training consists of different contents and aspects, which flow into each other. The training is based on the official syllabus.

- 7 steps and mapping of a customer journey
- Target markets and stakeholders
- Stakeholder management
  - Managing stakeholders and partners
  - Developing customer relationships - concept of customers and users
- Managing Demand
- 3 basic types of service relationship types
- Align and agree
- Onboarding and Offboarding
- Continual Value Co- Creation
- Value realisation and validation
- Lean Thinking Principles
- 8 dimensions of a customer-facing culture
- 5 principles of Design Thinking
- DSV relevant practices

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Centres de formation dans le monde entier





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