

ITIL 4 SPECIALIST

DRIVE STAKEHOLDER VALUE CERTIFICATION

Course Agenda



Course Outline

ITIL 4 Specialist CDS Training - Program Overview:

Embark on a transformative journey with Sprintzeal's ITIL 4 Specialist Drive Stakeholder Value Certification Training. This program is meticulously crafted to equip professionals with the skills needed to excel in driving stakeholder value within an organization. The comprehensive curriculum delves into the intricacies of ITIL 4, providing participants with a deep understanding of stakeholder needs and strategies to enhance business relationships.

Prerequisites:

To maximize the benefits of this training, participants are expected to have a foundational understanding of ITIL 4 concepts. Familiarity with IT service management principles and practices will be beneficial for a seamless learning experience.

Target Audience:

- IT Service Managers
- IT Consultants
- Service Designers
- Service Transition Managers
- Service Operation Managers
- IT Professionals involved in service management
- Individuals aiming for ITIL 4 Specialist Drive Stakeholder Value certification

Key Learning Outcomes:

Upon completion of the program, participants will gain expertise in:

- Understanding stakeholder needs and expectations
- Aligning services with organizational objectives
- Creating a positive stakeholder experience
- Building and maintaining effective stakeholder relationships
- Implementing communication strategies
- Managing and influencing stakeholders
- Ensuring value co-creation
- Integrating stakeholder engagement into service delivery

Skills You Will Acquire

- Stakeholder Needs Analysis
- Value Stream Mapping
- Relationship Management
- Communication Planning
- Service Integration and Management (SIAM)
- Service Level Management
- Risk Management
- Change Enablement
- Service Design and Transition
- Continual Improvement

ITIL 4 Specialist Drive Stakeholder Value Certification Course Curriculum

Module 01- Course Introduction

- Lesson 1.01 Understand the concept of the customer journey
- Lesson 1.02 Understand the ways of designing and improving customer journeys

Module 02 - Understand how customer journeys are designed

- lesson 2.01 Understand the characteristics of markets
- lesson 2.02 Understand marketing activities and techniques
- lesson 2.03 Know how to describe customer needs & internal and external factors that affect these
- lesson 2.04 Know how to identify service providers and explain their value propositions

Module 03 - Know how to target markets and stakeholders

- Lesson 3.01 Understand the concepts of mutual readiness and maturity
- Lesson 3.02 Understand the different supplier and partner relationship types, and how these are managed
- Lesson 3.03 Know how to develop customer relationships
- Lesson 3.04 Know how to analyze customer needs
- Lesson 3.05 Know how to use communication and collaboration activities and techniques
- Lesson 3.06 Know how the relationship management practice can be applied to enable and contribute to fostering relationships (the relationship management practice)
- Lesson 3.07 Know how the supplier management practice can be applied to enable and contribute to supplier and partner relationships management

Module 03 - Know how to target markets and stakeholders

- Lesson 4.01 - Understand methods for designing digital service experiences based on value-driven, data-driven, and user-centered service design
- Lesson 4.02 - Understand approaches for selling and obtaining service offerings
- Lesson 4.03 - Know how to capture, influence, and manage demand and opportunities
- Lesson 4.04 - Know how to collect, specify, and prioritize requirements from a diverse range of stakeholders
- Lesson 4.05 - Know how the business analysis practice can be applied to enable and contribute to requirement management and service design

Module 05 - Know how to shape demand and define service offerings

- Lesson 5.01 - Know how to plan for value co-creation
- Lesson 5.02 - Know how to negotiate and agree on the service utility, warranty, and experience
- Lesson 5.03 - Know how the service level management practice can be applied to enable and contribute to service expectation management

Module 06 - Know how to align expectations and agree on the details of services

- Lesson 6.01 - Understand key transition, onboarding, and off boarding activities
- Lesson 6.02 - Understand the ways of relating with users and fostering user relationships
- Lesson 6.03 - Understand how users are authorized and entitled to services
- Lesson 6.04 - Understand different approaches to mutual elevation of customer, user, and service provider capabilities
- Lesson 6.05 - Know how to prepare onboarding and off boarding plans

- Lesson 6.06 - Know how to develop user engagement and delivery channels
- Lesson 6.07 - Know how the service catalog management practice can be applied to enable and contribute
- Lesson 6.08 - to offering user services
- Lesson 6.09 - Know how the service desk practice can be applied to enable and contribute to user engagement

Module 06 - Know how to align expectations and agree on the details of services

- Lesson 7.01 - Know how to foster a service mindset
- Lesson 7.02 - Understand how users can request services
- Lesson 7.03 - Know how to use different approaches to the provision of user services
- Lesson 7.04 - Know how to seize and deal with customer and user 'moments of truth'
- Lesson 7.05 - Understand methods for triaging of user requests
- Lesson 7.06 - Understand methods for encouraging and managing customer and user feedback
- Lesson 7.07 - Know how the service request management practice can be applied to enable and contribute to service usage

Module 08 - Know how to act together to ensure continual

- Lesson 8.01 - Value co-creation (service consumption / provisioning)
- Lesson 8.02 - Understand methods for measuring service usage and customer and user experience and satisfaction
- Lesson 8.03 - Understand methods to track and monitor service value
- Lesson 8.04 - Understand different types of reporting of service outcome and performance
- Lesson 8.05 - Understand charging mechanisms
- Lesson 8.06 - Know how to assess service value realization
- Lesson 8.07 - Know how to prepare to evaluate and improve the customer journey

Lesson 8.08 -

Know how the portfolio management practice can be applied to enable and contribute to service value realization

Program About Sprintzeal's ITIL 4 Specialist

Drive Stakeholder Value Certification Training Program

Sprintzeal's program goes beyond traditional training, providing a dynamic learning environment that fosters practical skills application. With a focus on real-world scenarios and interactive sessions, participants will be well-prepared to navigate the challenges of driving stakeholder value in the IT service management landscape. Join us to elevate your ITIL 4 proficiency and become a catalyst for stakeholder success within your organization.