training code: E-ITIL4-DSVen / e-learning / EN

ITIL® 4 Specialist: Drive Stakeholder Value (DSV) - accredited eLearning with exam

ITIL® 4 Specialist: Drive Stakeholder Value (DSV) eLearning is an online course developed by PeopleCert that prepares participants for the international ITIL® 4 Specialist: Drive Stakeholder Value (DSV) certification exam.

The Drive Stakeholder Value (DSV) module develops skills in managing the full customer journey and service relationships in accordance with ITIL® 4 practices, with a focus on stakeholder needs, valuable experiences, cooperation terms and co-created outcomes. Upon completion of the course, participants will be prepared to build trust, optimize customer and user experiences, manage service levels, and use feedback and metrics for continual improvement of service value. The course consists of several modules with interactive content and allows participants to learn at any time and at their own pace during 12 months of access.

OFFICIAL ITIL® 4 CERTIFICATION FRAMEWORK

ITIL® 4 Foundation is a prerequisite for obtaining any ITIL® 4 certification, with the exception of the ITIL® Acquiring and Managing Cloud Services and ITIL® Sustainability in Digital and IT extension modules, for which there are no prerequisites.

The ITIL® 4 Managing Professional designation can be obtained after earning certifications in ITIL® 4 Create, Deliver and Support, Drive Stakeholder Value, High-velocity IT, and Direct, Plan and Improve.

The ITIL® 4 Strategic Leader designation is awarded after earning certifications in Digital and IT Strategy and Direct, Plan and Improve.

The ITIL® 4 Practice Manager designation is awarded upon obtaining certification in Create, Deliver and Support and ONE certification from the following course packages: Monitor, Support and Fulfil; Plan, Implement and Control; or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded upon obtaining the ITIL® Practice Manager, Managing Professional, and Strategic Leader designations.

Training recipients

- IT service managers and service owners
- Business relationship managers and specialists responsible for customer collaboration
- Service Desk and user support specialists
- Enterprise architects and DevOps specialists collaborating with service stakeholders
- IT and business leaders responsible for customer experience and value co-creation
- Individuals seeking ITIL® 4 Managing Professional designation

Benefits

- Develop your ability to identify stakeholder needs – assess expectations and set priorities that support sound service decisions.
- Develop your ability to design a customer journey – guide stakeholders through stages from identifying a need to achieving and confirming value.
- Strengthen your competencies in service relationship management – apply communication, collaboration and expectation management principles to build trust.
- Deepen your expertise in optimizing experiences – integrate customer and user perspectives with value-oriented service design.
- Develop your ability to agree on service terms – clarify requirements, commitments and service levels to reduce gaps between expectations and delivery.
- Improve your ability to co-create value – engage customers, users, suppliers and partners in achieving shared outcomes.
- Develop your ability to measure service outcomes – use KPIs, feedback and service metrics to identify problems and improvement opportunities.
- Prepare for the ITIL® 4 Specialist: Drive Stakeholder Value (DSV) exam – consolidate the knowledge

required for the certification exam.

Training program

1. Customer journey
2. Customer journey – Step 1: Explore
3. Customer journey – Step 2: Engage
4. Customer journey – Step 3: Offer
5. Customer journey – Step 4: Agree
6. Customer journey – Step 5: Onboard
7. Customer journey – Step 6: Co-create
8. Customer Journey – Step 7: Realize

Expected preparation of the participant

ITIL® 4 Foundation certificate is required.

Training Includes

A purchased course package includes:

- 12-month access to the accredited eLearning course on the PeopleCert platform, including 10 hours of content.
- Official Training Materials.
- Accredited textbook in eBook format.
- Online exam voucher valid for 12 months.

The regular course package can be upgraded to the e-Learning+ package, which additionally includes:

- Take2 option (exam re-sit).
- Official Mock Exam (practice exam attempt).

Cost of upgraded package: PLN 5,000 net + VAT

For e-Learning+ package inquiries and purchase, please contact: szkolenia@altkom.pl.

Language

- **Course:** English

- **Official Training Materials:** English
- **eBook:** English
- **Exam:** English

Examination method

In addition to course access, participants receive an online exam voucher valid for 12 months. The voucher must be redeemed on the PeopleCert platform. The online exam is remotely proctored by a PeopleCert representative who connects to the candidate's desktop and monitors the examination via camera. At the proctor's request, the candidate must use the camera to show the room in which the exam will take place. The proctor verifies that no third parties or unauthorized study aids are present in the room.

Duration

1 days / 8 hours

Examination description

- Duration: 90 minutes
- Multiple-choice test consisting of 40 questions
- Passing score: 70% (28 correct answers out of 40).
- E-books and course training materials may not be used during the exam
- Prerequisite: ITIL® 4 Foundation certificate.