

kod szkolenia: ZP-ITIL4-DSVen / ENG DL 3d

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



ITIL® 4 OFFICIAL CERTIFICATION SCHEME

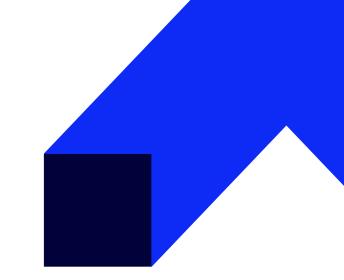
ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT, and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the <u>Digital</u> and <u>IT Strategy</u>, and <u>Direct, Plan and Improve</u> certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the <u>Create</u>, <u>Deliver and Support</u> certification, and any ONE certification from the pre-bundled courses is achieved: <u>Monitor</u>, <u>Support and Fulfil</u>, <u>Plan</u>, <u>Implement and Control</u>, or <u>Collaborate</u>, <u>Assure and Improve</u>.

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and





Strategic Leader designations are all achieved.



Training recipients

- IT service management practitioners who plan to become an ITIL® Managing Professional (MP) or ITIL® Master
- IT Leader
- IT Manager
- Transformation Manager
- DevOps Engineer
- Enterprise Architect
- IT Service Manager
- IT Service Desk Analyst



Benefits

- You will learn how to identify, assess, and prioritize the needs and expectations of various stakeholders, including customers, employees, and partners.
- You will understand the principles of creating and maintaining a positive customer experience.
- You will discover how to effectively manage relationships with different stakeholders, including customers, users, suppliers, and partners.
- You will explore the concept of co-creating value, in which value is not simply delivered to customers but created in collaboration with them.
- You will learn how to establish, monitor, and report on service levels to ensure they meet requirements.
- You will learn how to define and use KPIs and other metrics to measure, report, and improve pain points and opportunities for enhancing the customer experience.
- You will achieve a globally recognized certification ITIL® 4 Specialist: Drive Stakeholder Value certification, that signals your expertise in service management. The certificate is valid for 3 years



Training program

1. Module 1: Customer journey



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



Expected preparation of the participant

Required ITIL®4 Foundation certification



Training Includes

The price of the training includes:

- Accredited training materials
- Voucher for the ITIL® 4 Drive Stakeholder Value online exam
- ITIL® 4 Drive Stakeholder Value authorized Ebook

Additional options:

• Take2 re-sit exam: 200 zł

Attention: purchasing this option is only possible through Altkom Academy before the training.



Language

Course: EnglishMaterials: EnglishExam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor - a person from PeopleCert, who connects remotely



with training participant's desktop and observes the course of exam via Internet camera. The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Czas trwania

3 dni / 21 godzin

Examination description

- Exam duration: 90 minutes
- 40 Multiple choice questions.
- The minimum pass mark is 70% (28 out of 40 correct answers)
- 'Closed book' exam No use of books and training materials