

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

The ITIL® 4 Specialist: Drive Stakeholder Value module is pivotal for IT and business leaders, department heads, and forward-thinking professionals who are looking to master the art of service relationships. In the fast-evolving service economy, this certification equips professionals with the necessary skills to address challenges and seize opportunities, ensuring they play a critical role in their organizations' success.

## 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 [Digital and IT Strategy](#), and [Direct, Plan and Improve](#) certifications are achieved.

**ITIL® 4 Practice Manager** designation is awarded when the [Create, Deliver and Support](#) certification, and any ONE certification from the pre-bundled courses is achieved: [Monitor, Support and Fulfil](#), [Plan, Implement and Control](#), or [Collaborate, Assure and Improve](#).

**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.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: [trainings@altkom.pl](mailto:trainings@altkom.pl)



### Language

- Course: English
- Materials: English
- Exam: 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