ITIL® 4 Management

ITIL® 4 SPECIALIST: DRIVE STAKEHOLDER VALUE
At a Glance

> ENSURING DIGITAL AND IT SERVICES AND CUSTOMER DELIGHT

COMPUTER LEARNING CENTRE
EDUCATE | INNOVATE | EMPOWER

PeopleCert

WHAT IS ITIL 4 SPECIALIST: DRIVE STAKEHOLDER VALUE?

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.

AT A GLANCE

Key benefits **helps optimize digital and IT services**	Suitable for **all IT professionals**	Globally accepted **in the market**	Exam available **in 9 languages**	Flexible **eLearning options**

KEY BENEFITS

❯ **Industry-recognized certification**
Showcase your ability to excel in essential IT service management, and to handle critical tasks in the field.

❯ **Employers' first choice**
Certify your expertise in managing IT services, making you the preferred choice for roles in IT service management and support.

❯ **New career opportunities**
Advance your career in IT with an ITIL certification, opening doors to new roles and cutting-edge opportunities in the evolving tech landscape.

❯ **Multi-disciplinary skills**
Gain a comprehensive understanding of IT service management along with insights into DevOps, Agile, and more, fostering communication and collaboration.

WHAT WILL YOU LEARN?

Understanding stakeholder needs and expectations:
Identify, assess and prioritize the needs and expectations of various stakeholders, including customers, employees, partners and regulators.

Customer Experience Management:
Gain a deeper understanding of the principles of creating and maintaining a positive customer experience.

Service relationships:
Learn how to effectively manage relationships with a variety of stakeholders, including customers, users, suppliers and partners.

Value co-creation:
Explore the concept of value co-creation, where value is not just delivered to customers but created collaboratively with them.

Service Level Management:
Learn how to establish, monitor and report on service levels to ensure that they meet stakeholder requirements and agreements.

Service metrics and KPIs:
Understand how to define and use KPIs and metrics to measure, report and improve service performance, customer satisfaction, and value.

Customer journey mapping:
Explore techniques for mapping the customer journey to identify touchpoints, pain points and opportunities for improving the customer experience.
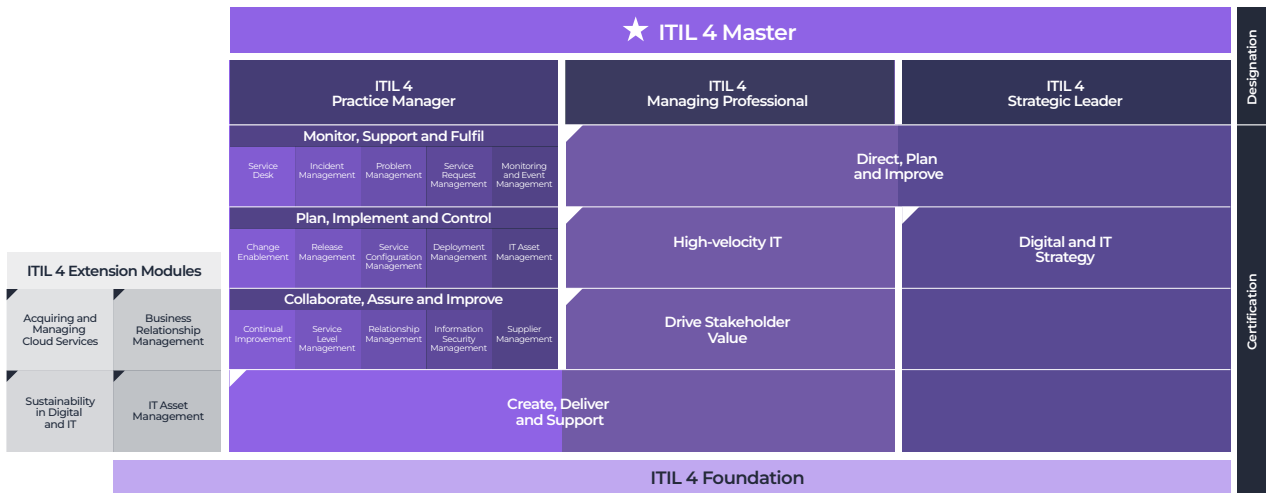
Service improvement:
Develop the skills to continually improve services based on stakeholder feedback. Implement a culture of continuous improvement to enhance value over time.

Communication and collaboration:
Foster positive stakeholder relationships through effective communication and collaboration.

OFFICIAL ITIL 4 CERTIFICATION SCHEME

	★ ITIL 4 Master			Designation
	ITIL 4 Practice Manager	ITIL 4 Managing Professional	ITIL 4 Strategic Leader	
	Monitor, Support and Fulfil Service Desk / Incident Management / Problem Management / Service Request Management / Monitoring and Event Management	**Direct, Plan and Improve**		
ITIL 4 Extension Modules	**Plan, Implement and Control** Change Enablement / Release Management / Service Configuration Management / Deployment Management / IT Asset Management	**High-velocity IT**	**Digital and IT Strategy**	Certification
Acquiring and Managing Cloud Services / Business Relationship Management	**Collaborate, Assure and Improve** Continual Improvement / Service Level Management / Relationship Management / Information Security Management / Supplier Management	**Drive Stakeholder Value**		
Sustainability in Digital and IT / IT Asset Management	**Create, Deliver and Support**			
	ITIL 4 Foundation			

ITIL 4 Foundation is a prerequisite for any ITIL 4 certification, except for the extension modules Acquiring and Managing Cloud Services, and 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 is awarded when the Create, Deliver and Support certification, and a) any FIVE individual practice-based certifications are achieved, or b) 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.

COURSE OBJECTIVES

Establish, maintain, and enhance service relationships at every touchpoint of the service lifecycle

Guide organizations on a transformative journey towards effective interaction and communication, elevating ITIL concepts to a strategy-driven level that co-creates value with stakeholders

Redefine and strengthen service management practices within their organizations

Reskill or upskill to address the modern service economy's demands

Gain practical knowledge in service operation, customer service, and relationship management

Effectively manage all stakeholders

Build trusting and mutually beneficial relationships

Optimize the customer and user experience with a customer-centric approach to service design

Convert customer demand and co-create value for stakeholders

EXAM INFORMATION

| 40 multiple choice questions | 90 minutes | Closed book | Minimum pass mark: 70% | Prerequisites ITIL 4 Foundation | Certification renewal every 3 years |

Take the Next Step in Your Career

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