

ITIL® 4 Specialist: Drive Stakeholder Value

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About this Course:

- The ITIL 4 Specialist Drive Stakeholder Value course covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT-enabled services and focuses on the customer journey. It will provide candidates with the tools to increase stakeholder satisfaction by co-creating value which is integral to business success in the modern service economy. This course covers a wide range of methods that will enable IT professionals to interact with stakeholders to influence and improve the

overall customer/user experience. Exam Voucher Included.

Course Goals:

The learning objectives of the course are based on the following learning outcomes of the ITIL® 4 Specialist: Drive Stakeholder Value exam specification:

- Understand how customer journeys are designed
 - Know how to target markets and stakeholders
 - Know how to foster stakeholder relationships
 - Know how to shape demand and define service offerings
 - Know how to align expectations and agree details of services
 - Know how to onboard and offboard customers and users
 - Know how to act together to ensure continual value co-creation (service consumption/provisioning)
 - Know how to realize and validate service value
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Course Format:

	
Присъствен (Classroom) Курс в Учебната ни зала или В Офис на Клиент	Онлайн (Online/Virtual) Курс във виртуална зала с инструктор

Course Language Option:

<input type="checkbox"/>	<input type="checkbox"/>
Български (Bulgarian)	Английски (English)

You can choose the language in which the training will be conducted – Bulgarian or English. All our instructors are fluent in English.

Student Guides:



The training materials are available in electronic format. They can be used online / offline on any device. Lifetime access.

Lab Environment:



Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements.

Participants in a face-to-face format in our Training Center have an individual computer during the training.

At Course Completion:

	
Exam Voucher	Letter of Course Attendance

Exam Voucher for 1 free Exam Attempt. Exam/Voucher and Training cannot be sold separately/only one.

Approved Letter of Course Attendance

Course Duration:



- 3 working days (09:00 – 17:00) or
24 hours training (theory and practice) in non-working hours lasting 3 weeks
Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00 – 22:00
Monday and Wednesday 19:00 – 23:00
Tuesday and Thursday 19:00 – 23:00

Payments :



An application for an invoice shall be accepted at the time of entry of the relevant course.

An invoice is issued within 7 days of confirmation of payment.

Next Class :



■ Notice

There are no upcoming events.

For more information, use the contact format. We will contact you to confirm the data.