



PEOPLECERT TRAINING

ITIL® 4 Specialist: Drive Stakeholder Value

*Learn to effectively engage stakeholders and enhance value co-creation using ITIL 4 principles.
Master strategies to improve service delivery.*

DURATION

24 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The ITIL® 4 Specialist: Drive Stakeholder Value course is meticulously designed to equip professionals with the essential skills to foster meaningful relationships with customers, users, suppliers, and partners. This intermediate-level certification delves deep into the entire customer journey, from initial demand to value realization, providing a comprehensive framework for designing, delivering, and supporting services. Participants will learn how to translate stakeholder needs into effective service offerings, ensuring that value is not just promised but consistently co-created and delivered. This course is crucial for anyone looking to optimize service experiences and drive positive business outcomes through enhanced collaboration and communication. By mastering the practices taught in this course, you will be able to improve customer satisfaction, streamline service delivery processes, and build stronger, more productive relationships across the service value chain. You'll gain a holistic understanding of how to influence demand, manage expectations, and continually improve services to meet evolving stakeholder requirements.

Duration	24 hours
Level	Intermediate
Vendor	PeopleCert

PREREQUISITES

- None required

COURSE CURRICULUM

01 Module 1: Understanding Stakeholders and the Customer Journey

- Key concepts of the customer journey
- Stakeholder types and their influence
- Targeting markets and stakeholders
- Relationship management principles in ITIL 4
- Mapping the customer journey steps

02 Module 2: Fostering Stakeholder Relationships

- Effective communication techniques
- Building trust and confidence with stakeholders
- Collaboration and co-creation strategies
- Supplier and partner relationship management practices
- Complaint handling and conflict resolution

03 Module 3: Shaping Demand and Designing Value

- Demand management and forecasting
- Defining service offerings and value propositions
- User experience (UX) and customer experience (CX) design principles
- Service design and transition considerations for value creation

04 Module 4: Onboarding, Engagement, and Value Co-creation

- Strategies for onboarding new customers and users
- Continuous engagement with users and customers
- Techniques for co-creating value with stakeholders
- Measuring and reporting customer satisfaction and engagement

05 Module 5: Realizing and Validating Service Value

- Value realization and optimization methods
- Measuring and reporting service value to stakeholders
- Continuous improvement for stakeholder value and experience
- Service review and evaluation processes

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **IT Service Relationship Manager**
- > **Customer Experience (CX) Lead for IT Services**
- > **Business Relationship Manager (BRM) - IT Focus**

FREQUENTLY ASKED QUESTIONS

Q: What foundational knowledge is recommended before pursuing the ITIL 4 Specialist: Drive Stakeholder Value certification?

To successfully undertake the ITIL® 4 Specialist: Drive Stakeholder Value course, candidates must hold the ITIL® 4 Foundation certification. This prerequisite ensures you have a solid understanding of the core ITIL 4 concepts, the Service Value System, and the four dimensions of service management, which are fundamental to grasping the advanced topics covered in DSV.

Q: How does the 'Drive Stakeholder Value' certification specifically help IT professionals improve customer satisfaction and business outcomes?

This certification provides IT professionals with practical strategies and techniques to deeply understand customer needs, design services that truly deliver value, and manage relationships effectively. By focusing on the entire customer journey, from demand to value realization, you'll learn to anticipate and address customer expectations, resolve issues proactively, and measure the tangible impact of services on business objectives, directly leading to higher customer satisfaction and improved business outcomes.

Q: Is the 'Drive Stakeholder Value' course relevant for professionals who primarily interact with internal business units rather than external customers?

Absolutely. While the course covers interactions with external customers and suppliers, its core principles and practices are highly applicable to internal stakeholder management. Professionals working with internal business units, departments, or shared service centers will gain invaluable skills in understanding internal customer needs, managing their expectations, fostering productive relationships, and ensuring that IT services align with and contribute to internal business objectives and value creation.

ABOUT COMPUTER PRIDE

**computerpride*****East Africa's Premier IT Training Center***

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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