ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Related Exam: ITIL® 4 Specialist - Drive Stakeholder Value (DSV); ITIL

Course Overview

This course covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more. It will provide candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape. This class includes an exam voucher.

About This Course

This course covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more. It will provide candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape. This class includes an exam voucher.

Who Should Attend

The target audience include, but is not limited to: Relationship managers Customer experience (CX) managers Account managers Service delivery managers Service desk managers Service Level Managers Enterprise Architects Service and Solution Architects Business Analysts Product Owners Marketing Managers Project Managers Portfolio Managers Supplier relationship Managers Vendor Managers Contract Managers Customer experience/User experience Designers Consultants

Prerequisites & Entry Requirements

General Prerequisites:

- ITIL® 4 Foundation

Learning Outcomes

Upon successful completion of this course, participants will be able to:

The purpose of this course is to give the delegate the understanding to optimize the value of the journey for all stakeholders, for example, to convert opportunity and demand into value and to drive stakeholder value. Engagement is important in the optimization of service value because, as ITIL Foundation explained, service value is co-created through the involvement of users, customers, sponsors, service providers, or any other stakeholder. This course introduces ways and methods to drive stakeholder value and encourage stakeholders contribute to the creation of service value by exploring the following: Value propositions Fostering relationships Keeping engagement channels open Shaping demand Designing service offerings Aligning and agreeing expectations Co-creating service experiences Realizing value

Detailed Course Outline

How customer journeys are designed

- Understand the concept of the customer journey
- Understand the ways of designing and improving customer journeys
-

How to target markets and stakeholders

- Understand the characteristics of markets
- Understand marketing activities and techniques
- Know how to describe customer needs and internal and external factors that affect these
- Know how to identify service providers and explain their value propositions
-

How to foster stakeholder relationships

- Understand the concepts mutual readiness and maturity
- Understand the different supplier and partner relationship types, and how these are managed
- Know how to develop customer relationships
- Know how to analyze customer needs
- Know how to use communication and collaboration activities and techniques
- Know how the Relationship management practice can be applied to enable and contribute to fostering relationships
- Know how the Supplier management practice can be applied to enable and contribute to supplier and partner relationships management

How to shape demand and define service offerings

- Understand methods for designing digital service experiences based on value driven, data driven and user centered service design
- Understand approaches for selling and obtaining service offerings
- Know how to capture, influence and manage demand and opportunities
- Know how to collect, specify and prioritize requirements from a diverse range of stakeholders
- Know how the Business analysis practice can be applied to enable and contribute to requirement management and service design

How to align expectations and agree details of services

- Know how to plan for value co-creation
- Know how to negotiate and agree service utility, warranty and experience
- Know how the Service level management practice can be applied to enable and contribute to service expectation management

How to onboard and offboard customers and users

- Understand key transition, onboarding and offboarding activities
- Understand the ways of relating with users and fostering user relationships
- Understand how users are authorized and entitled to services
- Understand different approaches to mutual elevation of customer, user and service provider capabilities
- Know how to prepare onboarding and offboarding plans
- Know how to develop user engagement and delivery channels
- Know how the Service Catalogue management practice can be applied to enable and contribute to offering user services
- Know how the Service Desk practice can be applied to enable and contribute to user engagement

How to act together to ensure continual value co-creation

- Understand how users can request services
- Understand methods for triaging of user requests
- Understand the concept of user communities
- Understand methods for encouraging and managing customer and user feedback
- Know how to foster a service mindset (attitude, behavior and culture)
- Know how to use different approaches to provision of user services
- Know how to seize and deal with customer and user moments of truth
- Know how the Service request management practice can be applied to enable and contribute to service usage

How to realize and validate service value

- Understand methods for measuring service usage and customer and user experience and satisfaction
- Understand charging mechanisms
- Know how to assess service value realization
- Know how to prepare to evaluate and improve the customer journey
- Know how the Portfolio management practice can be applied to enable and contribute to service value realization
- ITIL®© is a registered trade mark of PeopleCert Limited, used under permission of PeopleCert Limited. All rights reserved. The Swirl logo is a trade mark PeopleCert Limited used, under permission of PeopleCert Limited. All rights reserved. IT Infrastructure Library®© is a registered trade mark of the PeopleCert Limited used, under permission of PeopleCert Limited. All rights reserved.

Upcoming Schedule

Available training dates for ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam:

Start Date	End Date	Location	Delivery	Price
09 Dec 2026	11 Dec 2026	Online	Virtual	€2,385.00

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Specialist - Drive Stakeholder Value (DSV); ITIL official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Specialist - Drive Stakeholder Value (DSV) with Exam training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 13/11/2026.