

## ITIL® 4 Specialist Drive Stakeholder Value (EN) e-learning

### e-Learning

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|--------------------|--------------------------------------|
| Training code      | CGAIT4SVEE                           |
| Spoken Language    | <?php?> English                      |
| Language Materials | English                              |
| Price              | €900,00<br>excl. VAT No extra costs. |

### What is ITIL®4 Specialist Drive Stakeholder Value e-learning

This e-learning covers the core of all types of engagement and interaction between a service provider and the customers, users, suppliers, and partners. This involves the conversion of demand to value through co-creation of value through services. The training will focus on knowing how to:

- Target markets and stakeholders.
- Foster stakeholder relationships.
- Shape demand and design service offerings and user experience that will meet that demand.
- Align expectations and agree details of services.
- Onboard and offboard customers and users.
- Act together to ensure continual value co-creation.
- Realize and validate service value.

### Who should attend ITIL®4 Specialist Drive Stakeholder Value e-learning

- IT Service Managers: Oversee the delivery of IT services, ensuring they meet business needs and stakeholder expectations.
- Project Managers: Manage IT projects, focusing on stakeholder engagement and value realization.
- Business Relationship Managers: Foster strong relationships between IT and business units, ensuring alignment and satisfaction.
- Service Delivery Managers: Ensure the smooth delivery of IT services, maintaining high levels of customer satisfaction.
- IT Consultants: Provide expert advice on IT service management practices, helping organizations optimize their IT services.
- Customer Experience Managers: Enhance the user experience by aligning IT services with customer needs and expectations.



- IT Operations Managers: Oversee day-to-day IT operations, ensuring efficient and effective service delivery.
- Change Managers: Manage changes in IT services, minimizing disruption and maximizing value.
- IT Governance Managers: Ensure IT services comply with policies and regulations, maintaining high standards of governance.
- Service Desk Managers: Lead the service desk team, ensuring timely and effective resolution of IT issues.

## Prerequisites

Participants should have the ITIL®4 foundation certificate and have experience in IT management. Familiarity with IT service delivery and stakeholder management is beneficial.

## Objectives

At the end of the training you will be able to:

- Understand how every IT practitioner contributes to a customer journey in co-creation of value through services.
- Identify and target markets and stakeholders effectively.
- Foster and maintain strong stakeholder relationships.
- Shape demand and design service offerings and user experiences.
- Align expectations and agree on service details.
- Onboard and offboard customers and users efficiently.
- Collaborate to ensure continual value co-creation.
- Realize and validate service value.

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IN/3A-018.18