

ITIL® 4 Specialist Drive Stakeholder Value (EN)

Group Training

Training code	CGAIT4SVCE
Spoken Language	English
Language Materials	English
Dayparts	6
Price	€2.150,00 excl. VAT No extra costs.

What is ITIL®4 Specialist Drive Stakeholder Value

This module 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

- 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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