

# ITIL® 4 Specialist, Drive Stakeholder Value: certification

Hands-on course of 3 days - 21h

Ref.: ITO - Price 2024: €2 350 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Foster stakeholder relationships
- Act together to ensure continual value co-creation
- Prepare for and take the ITIL 4 Specialist DSV certification exam

## TEACHING METHODS

This course involves active, participatory learning. ITIL® concepts are explained, illustrated through feedback, and enhanced with group discussions.

## CERTIFICATION

The certification exam is given in French. Training delivered in French.

## THE PROGRAMME

last updated: 06/2022

### 1) Step 1: Explore

- Service consumers and their needs.
- Service providers and their offerings.
- Markets.
- Targeting markets.
- Assessing the potential compliance of service providers.
- Customer journey (concepts, ties to value streams, customer journey mapping).
- Designing a customer journey, improving the customer journey.

### 2) Step 2: Engage

- Communicate, collaborate, and mutual understanding.
- Different types of service relationships.
- Contributing to supplier relations and partners.
- Managing relationships and suppliers.

### 3) Step 3: Offer

- Managing demands and opportunities.
- Specifying and managing customer requirements.
- Designing service offerings and user experience.
- Selling and obtaining service offerings.
- Business analysis.

### 4) Step 4: Agree

- Designing and planning value co-creation.
- Negotiating and agreeing on a service.
- Service level manager.
- Getting specialists (legal, purchasing, etc.) involved for contracts.

### 5) Step 5: Onboard

- Planning the onboarding.
- Establishing user relationships and promoting them.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Developing user engagement and delivery channels.
- Activating users for the service.
- Improving mutual capabilities.
- Offboarding clients and users.
- Service catalog management. Service centre.

#### 6) Step 6: Co-create

- Fostering a service mindset.
- Routine service interactions.
- Maintaining user communities.
- Handling service requests.

#### 7) Step 7: Realize

- Tracking value creation.
- Assessing and reporting on value creation.
- Assessing value creation and improving customer journeys.
- Portfolio management.

#### 8) Preparing for and taking the ITIL® 4 DSV exam

- Review of the ITIL® 4 DSV program.
- Questions/answers between participant and trainer.
- Mock exam and group correction. Tips for the exam.

*Exam : The exam is multiple-choice: 40 questions in 90 minutes (113 minutes if English is not the candidate's native language) If at least 70% of the answers are correct (28 right answers), the exam is passed.*

## DATES

---

REMOTE CLASS

2024 : 02 Sep, 13 Nov