

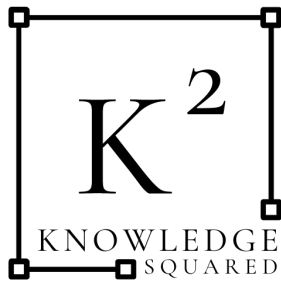
ITIL® 4 Specialist: Drive Stakeholder Value

The ITIL 4 Specialist: Drive Stakeholder Value course covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT-enabled services and focuses on the customer journey. It will provide candidates with the tools to increase stakeholder satisfaction by co-creating value which is integral to business success in the modern service economy.

This is a unique module that drives IT professionals to interact with stakeholders to influence and improve the user experience.

Key Benefits of ITIL Specialist: Drive Stakeholder Value

- **Shape customer demand** - This module equips IT professionals with the tools for effective stakeholder management and enables them to target stakeholders with the right service offerings and value propositions.
- **Develop mutually agreed requirements** - The ITIL 4 operating model places value co-creation as the fundamental goal for all value streams. For the first time in ITIL we see both consumers and producers as multi-dependent, ensuring value is always mutually agreed and requirements are prioritized.
- **Ensure high customer satisfaction levels** - A collaboration with the customer or user is now essential and this module enables IT/digital professionals to always keep the customer front-of-mind. It encourages IT professionals to always adopt a service mindset and use methods such as Human Centered Design to build effective value propositions and services that delight.
- **Optimize the customer experience** - This module integrates CX and UX design, and customer journey mapping to ensure that all services continue to delight and evolve as environments change. Service level agreements have now evolved to experience level agreements in ITIL 4.
- **Create a trusted relationship with your stakeholders** - Understand how to use effective and timely communication to influence stakeholders at all levels to encourage a culture of collaboration and transparency.
- **Increase your knowledge and skillset** - Add a recognized certification to your resume that demonstrates a clear understanding of how to create, deliver and support services for the modern digital world.



Practices Covered in Drive Stakeholder Value

- Business Analysis
- Portfolio Management
- Relationship Management
- Service Catalog Management
- Service Desk
- Service Level Management
- Service Request Management
- Supplier Management

Drive Stakeholder Value Addresses Real-World Challenges

In the current competitive landscape, ensuring services meet and exceed stakeholder expectations is considered a minimum requirement.

Understanding how customers experience a product or service, and what they hope to gain from them, needs to be the central focus for IT teams across the organization.

Fostering a mutually beneficial relationship between the service provider and stakeholders is essential to building successful services that meet customer needs.

Who should attend?

IT and digital professionals responsible for managing and interfacing with stakeholders and fostering relationships to gain value realization. Anyone who designs or manages customer journeys and experiences. IT and digital professionals who need to manage customer demands and expectations.

Business Relationship Managers • Enterprise Architects • Project Managers
Supplier Relationship Managers • UX/CX Designers • Service Level Managers
Customer Success Managers • Scrum Masters • IT Solutions Managers
Contract Managers • Enterprise Architects • Vendor Managers • Demand Managers

Course Scheduling

To schedule this 3-day course, contact Knowledge Squared:
(540) 692-9200
contact@k2edge.com
www.k2edge.com