Enterprise Computing Solutions - Education Services

NABÍDKA ŠKOLENÍ

Prosím kontaktujte nás zde

Arrow ECS, a.s., 28. října 3390/111a, 702 00 Ostrava

Email: training.ecs.cz@arrow.com
Phone: +420 597 488 811

ITIL® 4 Specialist: Drive Stakeholder Value (DSV) + Exam

Kód:	DÉLKA:	CENA:
ITI_SP-DSV	24 Hours (3 DENNÍ)	Kč bez DPH 34,500.00

Description

The adoption of ITIL as the most widely used guidance in the world on IT and service management continues with ITIL 4. It ensures continuity with existing ways of working (where service management is already successful) by integrating modern and emerging practices with established and proven know-how. ITIL 4 also helps individuals and organizations see the benefits of new methods and move toward using them with confidence, focus, and minimal disruption.
ITIL 4's holistic approach raises the profile of service management in organizations and industries, setting it within a strategic context. Its focus is on end-to-end product and service management, from demand to value. ITIL 4: Drive Stakeholder Value follows the customer journey and covers all types of engagement and interaction between a service provider and its customers, users, suppliers, and partners. It explores the various steps organizations can take to drive stakeholder value, including but not limited to, fostering various types of relationships, understanding markets and stakeholders, and capturing and realizing value.
The guidance also deals with the conversion of stakeholder satisfaction. It can be adopted and adapted in all types of organizations —helping to establish, maintain, and develop an effective service relationship at an appropriate level.

Cíle

This course prepares candidates for the ITIL 4 Specialist: Drive Stakeholder Value
formal examination. At the end of the course, students will:
• Understand how customer journeys are designed
• Know how to target markets and stakeholders
• Know how to foster stakeholder relationships
• Know how to shape demand and define service offerings
• Know how to align expectations and agree details of services
• Know how to onboard and offboard customers and users
• Know how to act together to ensure continual value co-creation (service consumption/provisioning)
• Know how to realize and validate service value

Určeno pro

• Senior IT leaders and executives
• Managers, supervisory staff and team leaders
• IT professionals who require a deeper understanding of ITIL 4 publications, and how ITIL 4 concepts and activities can be implemented to enhance the quality of IT service management within an organization
• IT professionals working in roles associated with a service-based business model
• IT architects, IT planners, IT consultants, IT audit managers, IT security managers, IT developers and operational support staff
• Service management professionals and ITSM trainers interested in achieving the Managing Professional designation in the new ITIL 4 framework

Vstupní znalosti

Candidates must currently hold the ITIL 4 Foundation certificate before registering for this course.

Program

Module 0: Course Overview
Module 1: Introduction
Module 2: Understand How Customer Journeys are Designed

• Understand the concept of the customer journey
• Understand the ways to design and improve customer journeys
Module 3: Know How to Target Markets and Stakeholders
• Understand the characteristics of markets
• Understand marketing activities and techniques
• Know how to describe customer needs and the internal and external factors that affect these
• Know how to identify service providers and explain their value propositions
Module 4: Know How to Foster Stakeholder Relationships
• Understand the concepts of 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 foster relationships
• Know how the Supplier Management practice can be applied to enable and contribute to supplier and partner management
Module 5: Know 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
Module 6: Know 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

Termíny školení

Termíny školení na vyžádání, kontaktujte nás prosím

Dodatečné informace

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.