PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Specialist: Drive Stakeholder Value (DSV) Online	
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist Drive Stakeholder Value (DSV) Certificate	

Course Syllabus

Our ITIL® 4 Specialist: Drive Stakeholder Value (DSV) online training package comes with 180 days access to the online training portal. It will take you around 18 hours of studying to complete the training content.

The ITIL® 4 Specialist: Drive Stakeholder Value (DSV) module drives IT, professionals, to further interact with their stakeholders and influence and improve the user experience across a much wider framework. It is aimed at practitioners responsible for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers. The lessons will cover the following topics:

- 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 with details of services.
- Know how to on-board and off-board customers and users.
- Know how to act together to ensure continual value co-creation (service consumption / provisioning)
- Know how to realise and validate service value.

Course Overview

Our ITIL® 4 Specialist: Drive Stakeholder Value (DSV) online training package empowers individuals and organisations to deliver exceptional value by focusing on the conversion of demand into tangible benefits through IT-enabled services. By facilitating effective stakeholder management, digital professionals are better able to target stakeholders with the right service offerings and value propositions, distinguishing themselves and their organisations within a competitive and demanding environment.

Course Learning Outcomes

Our ITIL® 4 Specialist: Drive Stakeholder Value (DSV) online training package covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and optimise the customer experience. It will also enable you to increase stakeholder satisfaction by co-creating value and developing mutually agreed requirements, providing the necessary tools to foster an advantageous culture of collaboration and transparency.

Audience

Our ITIL® 4 Specialist Drive Stakeholder Value (DSV) online training package is suitable for:

- Business Relationship Manager
- Enterprise Architect
- Project Manager
- Supplier Relationship Manager
- UX/CX Designer
- Service Level Manager
- Customer Success Manager
- Scrum Master
- IT Solutions Manager
- Contract Manager
- Vendor Manager
- Demand Manager

Entry-Level Requirements

You must hold the ITIL® 4 Foundation certificate as a prerequisite, so we advise that you purchase access to our ITIL® 4 Foundation online training package.

Recommended Reading

It is recommended that you revise your ITIL® 4 Foundation level materials as it will help to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist: Drive Stakeholder Value (DSV) online training package includes the following:

- Learning modules with interactive lessons.
- High quality videos for each lesson.
- Exam simulations with feedback.
- Exercises, tasks and games to consolidate your learning.
- ITIL® 4 Specialist: Drive Stakeholder Value (DSV) exam voucher.

Exam Information

ITIL® 4 Specialist: Drive Stakeholder Value (DSV) Examination

- Duration: 90 Minutes
- Format: Closed Book, Multiple Choice Questions
- Delivery: Online, Webcam Proctored
- Pass Mark: 70% (28/40 Questions)

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

In order to reach ITIL® 4 Managing Professional (MP) status, you must complete the following modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS) Online
- ITIL® 4 Specialist Drive Stakeholder Value (DSV) Online
- ITIL® 4 Specialist High Velocity IT (HVIT) Online
- ITIL® 4 Strategist Direct, Plan & Improve (DPI) Online

Additional Information

Our ITIL® 4 Specialist: Drive Stakeholder Value (DSV) online training package will provide you with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts.