

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

**Course Description:** The **ITIL 4 Specialist: Drive Stakeholder Value (DSV)** certification is intended to provide the candidate 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.

**Course Objectives:** The expected learning outcomes:

- ✓ 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



**Enables you to:**

- *Effectively Manage All Stakeholders*
- *Build Trusted Relationships*
- *Shape Customer Demand*
- *Optimize User Experience and Customer Experience*
- *Embed Effective Design Thinking*
- *Foster Valuable Relationships to Ensure High Customer Satisfaction*

**Audience:** The primary audience includes Business Relationship Managers, Service Delivery Managers, Continuous Improvement Managers, Account Managers, and IT Operations Managers. For the **IT Professional** who: Design Customer Journeys, Interface with Stakeholders, Shape Customer Experiences, Build Value Propositions, and Build Trusted Relationships.

**Course Length:** 15-18 hours – online Canvas eLearning platform

**Prerequisites:** ITIL® 4 Foundation Certification is required

**Course Materials:**

- ✓ Online eLearning course for self-paced presentation, exercises, and case studies
- ✓ ITIL4 Drive Stakeholder Value Digital eBook (212-pg) from PeopleCert
- ✓ Learner Workbook (257-pg, 589 slides) with study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (18 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)

*ITIL®4 DSV Course – Accredited course is offered by Performance 360, ATO with PeopleCert.*

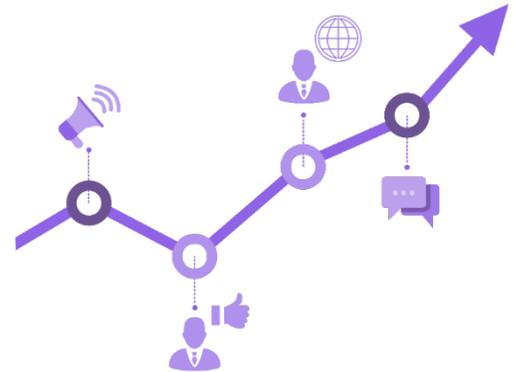
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**Certification Exam:** The 90-minute exam includes 40 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **70%** (28 out of 40 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

**Course Outline: Drive Stakeholder Value (DSV) v4.2**

**Module 1: The Customer Journey**

- 1.1 Mapping the Customer Journey
- 1.2 Designing the Customer Journey
- 1.3 Measuring and Improving the Customer Journey



**Module 2: Step 1 - Explore**

**Module 3: Step 2 - Engage**

**Module 4: Step 3 - Offer**

**Module 5: Step 4 - Agree**

**Module 6: Step 5 - Onboard**

**Module 7: Step 6 - Co-Create**

**Module 8: Step 7 - Realize**

