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## ITIL<sup>®</sup> 4 Specialist Drive Stakeholder Value (EN)

### Group Training

Training code	CGAIT4SVCE
Spoken Language	English
Language Materials	English
Dayparts	6
Price	€2.150,00 excl. VAT No extra costs.

#### What is ITIL®4 Specialist Drive Stakeholder Value

This module covers the core of all types of engagement and interaction between a service provider and the customers, users, suppliers, and partners. This involves the conversion of demand to value through cocreation of value through services. The training will focus on knowing how to:

- Target markets and stakeholders.
- Foster stakeholder relationships.
- Shape demand and design service offerings and user experience that will meet that demand.
- Align expectations and agree details of services.
- Onboard and offboard customers and users.
- Act together to ensure continual value co-creation.
- Realize and validate service value.

#### Who should attend ITIL®4 Specialist Drive Stakeholder Value

- IT Service Managers: Oversee the delivery of IT services, ensuring they meet business needs and stakeholder expectations.
- Project Managers: Manage IT projects, focusing on stakeholder engagement and value realization.
- Business Relationship Managers: Foster strong relationships between IT and business units, ensuring alignment and satisfaction.
- Service Delivery Managers: Ensure the smooth delivery of IT services, maintaining high levels of customer satisfaction.
- IT Consultants: Provide expert advice on IT service management practices, helping organizations optimize their IT services.
- Customer Experience Managers: Enhance the user experience by aligning IT services with customer

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needs and expectations.

- IT Operations Managers: Oversee day-to-day IT operations, ensuring efficient and effective service delivery.
- Change Managers: Manage changes in IT services, minimizing disruption and maximizing value.
- IT Governance Managers: Ensure IT services comply with policies and regulations, maintaining high standards of governance.
- Service Desk Managers: Lead the service desk team, ensuring timely and effective resolution of IT issues.

#### Prerequisites

Participants should have the ITIL®4 foundation certificate and have experience in IT management. Familiarity with IT service delivery and stakeholder management is beneficial.

#### Objectives

At the end of the training you will be able to:

- Understand how every IT practitioner contributes to a customer journey in co-creation of value through services.
- Identify and target markets and stakeholders effectively.
- Foster and maintain strong stakeholder relationships.
- Shape demand and design service offerings and user experiences.
- Align expectations and agree on service details.
- Onboard and offboard customers and users efficiently.
- Collaborate to ensure continual value co-creation.
- Realize and validate service value.

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