

ITIL® 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 co-creation of value through services.

The specific topics addressed at ITIL® 4 Specialist Drive Stakeholder Value are:

- Know how to target markets and stakeholders.
- Know how to foster stakeholder relationships.
- Know how to shape demand and design service offerings and user experience.
- 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.
- Know how to realise and validate service value

Who should attend ITIL®4 Specialist Drive Stakeholder Value

ITIL® 4 Specialist Drive Stakeholder Value 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. Accredited training for the ITIL 4 Managing Professional modules is mandatory to enable full understanding of the core material and has the ITIL 4 Foundation as a pre-requisite. The target audience includes, but is not limited to:

- Customer experience (CX) manager
- Customer experience (CX)/user experience (UX) designers
- Product Owners
- Digital product managers



- Portfolio managers
- Relationship managers
- Service en solution architects

Prerequisites

ITIL®4 Foundation

During this training you need a laptop with access to internet.

Objectives

It will enable that every IT practitioners contributes to a customer journey in co-creation of value through services.

If a third-party copyright applies to this course, you will find the copyright on <https://academy.capgemini.nl/en/topic/trademarks/>

Capgemini Academy's general terms and conditions are applied to all products and services mentioned within this document. For the latest version please check <https://academy.capgemini.com/>. The rates of products and services mentioned in this document are subject to change. For the most recent rates, please also visit our website.

About Capgemini Academy

Capgemini Academy's professionals offer what people in IT need. Our professionals have a keen eye for motivation, talent and are aware of specific contexts and circumstances. They move people to move. Programmes and courses that originate from daily experience of our both didactical and substantively strong trainers, light a fire within the individual IT professionals. Real life stories of our professionals' experience that tell how to solve problems and work with the people around it, do the rest.

An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

Capgemini Academy. We transform IT professionals
academy.capgemini.nl

IN/3A-018.18