

ITIL® 4 Specialist Drive Stakeholder Value (NL)

Group Training

Training code	CGAIT4SVCD
Spoken Language	Dutch
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

Objectives

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

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