ITIL4-DSV - ITIL®4 Specialist - Drive Stakeholder Value (DSV)

ITIL® - - Project Management e Best Practice

Durata:	Lingue:	Certificazione:
3 Giorni	**Italiano**	**ITIL® 4 Managing Professional**

Descrizione del corso

ITIL® 4 Specialist Drive Stakeholder Value (ITIL 4 DSV) module covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT enabled services. In order to access ITIL® 4 Specialist Drive Stakeholder Value course and exam, you must have obtained ITIL® 4 Foundation certificate. The certification exam will be taken by the participants at the end of the course. The course includes the official teaching material and the related exam in electronic format. ITCore Group is a Reseller of Accredited ITIL® training courses provided by Green Mill Solutions, accredited ATO by Peoplecert. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. All AXELOS Limited related training courses (ITIL® and PRINCE2®) will only be delivered including certification exams.

Programma

- Introduction
- Value propositions
- Fostering relationships
- Keeping engagement channels open
- Shaping demand
- Designing service offerings
- Aligning and agreeing expectations
- Co-creating service experiences
- Realizing value

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