

ITIL 4 Drive Stakeholder Value : Engage, Co-Create, and Optimize IT Services Training Course

21 – 25 February 2027
Zoom

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Ref: 103600322_72446 **Date:** 21 – 25 February 2027 **Location:** Zoom **Fees:** 1500 Euro

Course Overview:

ITIL 4 Drive Stakeholder Value: Engage, Co-Create, and Optimize IT Services is a specialized training program designed to help IT professionals master the art of stakeholder engagement within IT service management. This course focuses on the ITIL 4 framework's Drive Stakeholder Value DSV module, equipping participants with the skills to map customer journeys, optimize service offerings, and enhance business relationships. Through real-world case studies and interactive sessions, learners will gain hands-on experience in ITIL service value co-creation, customer journey mapping, and IT governance strategies. This course is ideal for professionals looking to advance their ITIL training and certification while strengthening IT service relationship management. Participants will explore key ITIL principles such as ITIL business relationship management, ITIL value co-creation strategy, and ITIL 4 service value optimization, ensuring their organizations achieve long-term success.

Target Audience:

- IT service managers
- ITIL 4 Managing Professional candidates
- IT consultants and analysts
- Service desk managers
- IT governance professionals
- Business relationship managers

Targeted Organizational Departments:

- IT Service Management ITSM
- Business Relationship Management BRM
- IT Governance & Compliance
- Digital Transformation Teams
- Customer Experience & Support Teams

Targeted Industries:

- IT & Technology
- Banking & Finance
- Healthcare & Pharmaceuticals
- Government & Public Sector
- Retail & E-commerce
- Telecommunications

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Course Offerings:

By the end of this course, participants will be able to:

- Master ITIL stakeholder engagement strategies.
- Design and optimize customer journey mapping.
- Implement ITIL best practices for service management.
- Improve IT supplier and partner management.
- Enhance ITIL-driven service value realization.

Training Methodology:

This course employs an interactive training approach combining real-world case studies, practical exercises, and group discussions. Participants will engage in ITIL-driven problem-solving scenarios, stakeholder role-playing exercises, and guided hands-on activities to reinforce ITIL 4 frameworks. Expert-led sessions will provide insights into ITIL digital transformation strategies, ITIL business relationship management, and service value co-creation best practices.

Course Toolbox:

- ITIL 4 Drive Stakeholder Value study guide
- ITIL stakeholder management training templates
- ITIL customer experience improvement checklists
- ITIL service relationship management frameworks

Course Agenda:

Day 1: Foundations of ITIL 4 Drive Stakeholder Value

- **Topic 1:** Introduction to ITIL 4 and Stakeholder Value
- **Topic 2:** Understanding the ITIL Service Value System SVS
- **Topic 3:** ITIL Customer Journey Mapping Fundamentals
- **Topic 4:** ITIL Business Relationship Management Strategies
- **Topic 5:** ITIL Stakeholder Engagement Principles
- **Topic 6:** Service Management in ITIL 4
- **Reflection & Review:** Key takeaways and Q&A

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Day 2: Managing Stakeholder Expectations & Value Co-Creation

- **Topic 1:** ITIL Stakeholder Communication Best Practices
- **Topic 2:** ITIL Service Offering and Agreement Strategies
- **Topic 3:** ITIL Demand and Value Realization
- **Topic 4:** ITIL Supplier and Partner Management
- **Topic 5:** ITIL Service Relationship Management Techniques
- **Topic 6:** ITIL Stakeholder Experience Optimization
- **Reflection & Review:** Lessons learned and practical applications

Day 3: ITIL Digital Transformation & Governance

- **Topic 1:** IT Governance Frameworks in ITIL 4
- **Topic 2:** ITIL Service Value Realization Strategies
- **Topic 3:** ITIL 4 Modern Service Management
- **Topic 4:** ITIL Continuous Improvement Framework
- **Topic 5:** ITIL 4 Guiding Principles for Stakeholder Engagement
- **Topic 6:** ITIL Professional Development Roadmap
- **Reflection & Review:** Best practices and interactive discussion

Day 4: Optimizing Service Design & Value Streams

- **Topic 1:** ITIL Best Practices for Stakeholder Engagement
- **Topic 2:** ITIL Service Design and Innovation
- **Topic 3:** ITIL Business Relationship Management in Action
- **Topic 4:** ITIL Framework for Business Success
- **Topic 5:** ITIL Service Value Optimization Strategies
- **Topic 6:** ITIL Training for Business Leaders
- **Reflection & Review:** Key takeaways and actionable insights

Day 5: Certification Preparation & Case Studies

- **Topic 1:** ITIL DSV Exam Preparation Strategies
- **Topic 2:** Case Study: ITIL Stakeholder Experience Optimization
- **Topic 3:** ITIL 4 Digital Transformation Strategies
- **Topic 4:** ITIL IT Service Value Realization Best Practices
- **Topic 5:** ITIL 4 Managing Professional Certification Roadmap
- **Topic 6:** Final Q&A and Real-World Applications
- **Reflection & Review:** Course summary and next steps

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FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No prior ITIL certification is required, but familiarity with IT service management concepts is beneficial.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session lasts approximately 4-5 hours, totaling 20-25 hours across one week.

What makes ITIL 4 Drive Stakeholder Value critical for IT professionals?

ITIL 4 DSV helps IT professionals align IT services with business needs, improve stakeholder engagement, and drive service value realization effectively.

How This Course is Different from Other ITIL 4 Drive Stakeholder Value Courses:

Unlike generic ITIL 4 courses, this program focuses exclusively on stakeholder engagement, value co-creation, and service optimization. The course integrates hands-on activities, real-world case studies, and expert-led sessions to ensure participants not only understand ITIL 4 concepts but can apply them effectively in their organizations. This training offers an in-depth approach to ITIL stakeholder management training, digital transformation strategies, and IT service management best practices, equipping participants with skills that directly impact business success. By focusing on practical application and certification readiness, this course ensures participants gain a competitive edge in ITIL 4 service management.