

ITIL 4 Specialist: Drive Stakeholder Value Course

Course Duration: 32 Hrs.

Course code: ITIL 4SDSV

Course Overview

The ITIL® 4 Specialist: Drive Stakeholder Value Certification Course equips professionals with the knowledge and skills required to engage and manage stakeholder interactions throughout the service value chain to co-create value. Aligned with ITIL 4 guidance, this course focuses on the entire engagement journey—from demand to value—covering service offerings, stakeholder experiences, and relationship management.

What you'll learn?

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

- Understand stakeholder types and interaction models across the service value system.
- Map and analyze the customer journey, shaping awareness, engagement, and value streams.
- Design and manage service offerings—from concept, through build, to provision and consumption.
- Facilitate effective engagement with customers and users using the buy-build-consume model.
- Craft end-to-end stakeholder experiences and establish value co-creation.
- Evaluate touchpoints, interactions, and experience excellence for continuous improvement.
- Manage partner channels and suppliers to enhance delivery service and value.
- Oversee customer trust, relationship, satisfaction, and loyalty metrics.

- Guide value streams from demand to value realization, ensuring alignment with business goals.
- Navigate governance, risk, and compliance considerations in stakeholder engagement.
- Apply key techniques to manage demand, satisfaction, and service level expectations.

Target Audience

This ITIL 4 Specialist DSV course is well-suited for:

- Service Delivery Managers
- Service Relationship Managers
- Customer Experience (CX) Managers
- Product Owners and Managers
- Business Relationship Managers (BRMs)
- Service Desk and Support Managers
- Service Designers
- Engagement Managers
- IT Managers and Team Leaders
- Project and Programmer Managers
- Supplier and Supplier Relationship Managers
- Service Level Managers
- Business Transformation Practitioners
- Any professional involved in managing customer or user journeys and stakeholder interactions

Pre-Requisites

- An ITIL 4 Foundation certification (mandatory).
- A basic understanding of service management and organizational operations relevant to IT service delivery.

Course Content

Module 1: Define Phase

The Basics of Six Sigma

- Meanings of Six Sigma
- General History of Six Sigma & Continuous Improvement
- Deliverables of a Lean Six Sigma Project
- The Problem-Solving Strategy $Y = f(x)$
- Voice of the Customer, Business and Employee
- Six Sigma Roles & Responsibilities

The Fundamentals of Six Sigma

- Defining a Process
- Critical to Quality Characteristics (CTQ's)
- Cost of Poor Quality (COPQ)
- Pareto Analysis (80:20 rule)
- Basic Six Sigma Metrics (DPU, DPMO, FTY, RTY Cycle Time)

Selecting Lean Six Sigma Projects

- Building a Business Case & Project Charter
- Developing Project Metrics
- Financial Evaluation & Benefits Capture

Module 2: Measure Phase

Process Definition

- Cause & Effect / Fishbone Diagrams
- Process Mapping, SIPOC, Value Stream Map
- X-Y Diagram

- Failure Modes & Effects Analysis (FMEA)

Six Sigma Statistics

- Basic Statistics
- Descriptive Statistics
- Normal Distributions & Normality
- Graphical Analysis

Measurement System Analysis

- Precision & Accuracy
- Bias, Linearity & Stability
- Gage Repeatability & Reproducibility
- Variable & Attribute MSA

Process Capability

- Capability Analysis
- Concept of Stability
- Attribute & Discrete Capability
- Monitoring Techniques