

# ITIL® 4 SPECIALIST: DRIVE STAKEHOLDER VALUE (DSV)

## DELIVERY METHODS AVAILABLE:

- Self-Paced e-Learning
- Recorded Classroom
- Virtual Classroom
- Focussed Coaching

## EXAM TYPE:

- Closed-book multiple choice exam
- **FREE** PeopleCert exam voucher included
- **FREE** course handbook
- Mock exams and quizzes

## PREREQUISITES:

- ITIL® 4 Foundation
- ITIL® v3 Intermediate (+17 credits)

## LANGUAGE:

English

## ACCREDITED BY:

**PeopleCert**  
All talents, certified.

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**ITIL 4 Specialist: DSV** is a module within the ITIL: Managing Professional stream. It examines the interactions and engagements between service providers and their users, suppliers, partners, and customers, with a particular focus on customer and user experiences along with journey mapping.

## WHO IS THIS COURSE AIMED AT?

- Service level agreement (SLA) design
- Multiple-supplier management, communication, relationship management
- How to design customer and user experiences (CX and UX) and customer journey mapping
- How to drive stakeholder value, one of the most central aspects of creating, maintaining and improving IT-enabled products and services
- Everything needed to pass the official ITIL 4 DSV exam

## WHAT WILL YOU LEARN?

This course was designed with two goals in mind: to prepare students to sit the ITIL Specialist: Drive Stakeholder Value (DSV) examination and give them a firm practical understanding of the subject matter.

By understanding how ITIL 4 can be applied to different forms of interaction and engagement, students can help drive real-world value in their own organizations. ITIL 4's best practices can also be applied to IT setups throughout an organization, regardless of its size, location or even its industry.

Successfully passing the ITIL 4 Specialist: DSV exam is a requirement for achieving the 'ITIL Managing Professional (MP)' designation.

After achieving both this and the 'ITIL Strategic Leader' title, students can then move on to the level of 'ITIL Master'.

## ACCREDITATION

This course has been accredited by **PeopleCert**, which is licensed by AXELOS as an Examination Institute for the ITIL 4 DPI Certificate in IT Service Management.

## IS THERE AN EXAM?

This course is designed to prepare students to sit and pass the ITIL Specialist: DSV exam. In order to sit the exam, students must satisfy one of the following criteria:

- ITIL® 4 Foundation
- ITIL® v3 Intermediate (+ 17 credits)

There is a closed-book, multiple-choice exam with 40 questions and a duration of 90 minutes. The pass mark is 70% (28/40).

The test can be taken online at any time via PeopleCert. Candidates will require a webcam and microphone. In countries where English is a second language, the time allocated for the exam is extended to 113 minutes