ITIL® 4 Specialist: Drive Stakeholder Value Training

Duration: **3 Day**

BİLGİNÇ IT Academy
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The training course empowers IT and digital professionals to**manage stakeholder interactions**, shape demand, and enhance value delivery through seamless customer journey management.

This SEO-optimized training page is tailored for those aiming to:

- Align services with customer expectations,
- Increase stakeholder satisfaction,
- Master service co-creation techniques,
- Deliver superior **UX/CX-driven service experiences**.

Bilginç IT Academy is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

Important Information:
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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Prerequisites

A valid **ITIL® 4 or ITIL® v3 Foundation certificate** is mandatory to enroll.

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Who Should Attend

- IT service managers
- CX/UX designers and strategists
- Product & project managers
- Service delivery leads
- Customer success managers
- Supplier & vendor managers
- Agile practitioners (Scrum Master, Product Owner)

This course is ideal for those who design or manage**customer journeys, value realization, and stakeholder experience**.

Training Outline

1. ITIL 4 Foundation Refresher

- Core principles and the Service Value System (SVS)

2. Customer Journey Introduction

- Key journey stages
- Methods for journey mapping and improvement

3. Explore

- Market segmentation
- Understanding customer needs and expectations

4. Engage

- Communication strategies
- Building trust with stakeholders

5. Offer

- Demand and requirement management
- User-centric service design and delivery

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6. Agree

- SLA negotiation
- Setting mutual expectations on scope and quality

7. Onboard

- Seamless onboarding and channel alignment
- Exit planning (offboarding)

8. Co-create

- Feedback systems
- Value creation touchpoints and user communities

9. Realise

- Measuring value realization
- Service usage reporting
- Ongoing journey improvement