



# المصلحة أصحاب قيمة تحقيق: ITIL 4 بالإشراك والإنشاء والتحسين



## والتحسين والإنشاء بالإشراك الهصلحة أصحاب قيمة تحقيق: ITIL 4

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### 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

## 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

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

## Day 2: Managing Stakeholder Expectations & Value Co-Creation

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

## Day 3: ITIL Digital Transformation & Governance

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

## Day 4: Optimizing Service Design & Value Streams

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

## Day 5: Certification Preparation & Case Studies

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

## 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 five days.

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.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



## فئات الدورات التدريبية



دورات معتمدة بشهادة CPD



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
الهائية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية



دورات معتمدة من قبل هيئات دولية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تبليسي - جورجيا



بوكيت - تايلاند



برشلونة - إسبانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة الأمريكية



زنجبار - تنزانيا



طوكيو - اليابان



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المهلكة الدرعية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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