

[View Full Course Details including Latest Schedule Online](#)

ITIL®

ITIL® Specialist: Drive Stakeholder Value

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS ITIL Specialist: Drive Stakeholder Value course covers key topics such as SLA design, multi-supplier management, communication, relationship management CX and UX design, customer journey mapping. Participants will learn to increase stakeholder satisfaction.

Our 3-day instructor-led ITIL Specialist: Drive Stakeholder Value training and certification course in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is integral to business success in the current competitive landscape.

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Program Level

Advanced

Training Delivery Methods

Group Live



PhoenixTS

301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

Duration

3 Days / 24 hours Training

CPE credits

20 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A

Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.wpenginepowered.com
- Phone: 301-582-8200
- Website: www.phoenixts.wpenginepowered.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class.

Online enrolment closes three days before course start date.

On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: [Complaint Resolution Policy](#)

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: [Refund and Cancellation Policy](#)

Course Objectives

- Effectively manage stakeholders and foster valuable relationships
- Optimize Customer Experience and User Experience
- Embed a customer-centric approach to service design
- Evolve service level agreements into experience level agreements
- Develop mutually agreed requirements

ITIL Specialist: Drive Stakeholder Value

Exam Details

Time allocated: 90 minutes

Number of questions: 40 multiple-choice

Passing score: 70% (28 correct answers)

Format: Online or Paper; closed-book

ITIL Specialist: Drive Stakeholder Value Training FAQs

Who should take this course?

Professionals who engage with stakeholders by increasing stakeholder satisfaction and best service offerings;

What is the recommended experience for this course?

Prerequisites: Holding the ITIL 4 Foundation certification. At least 10 hours of personal study during the course OR the ITIL® 4 Managing Professional Transition certification is recommended.

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert



PhoenixTS

301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **\$2,549**

ATTENTION

For GSA pricing or Contractor quotes call
301-258-8200 - Option 4

GSA



Price Match Guarantee

We'll match any competitor's price quote. Call 301-258-8200 Option 4.