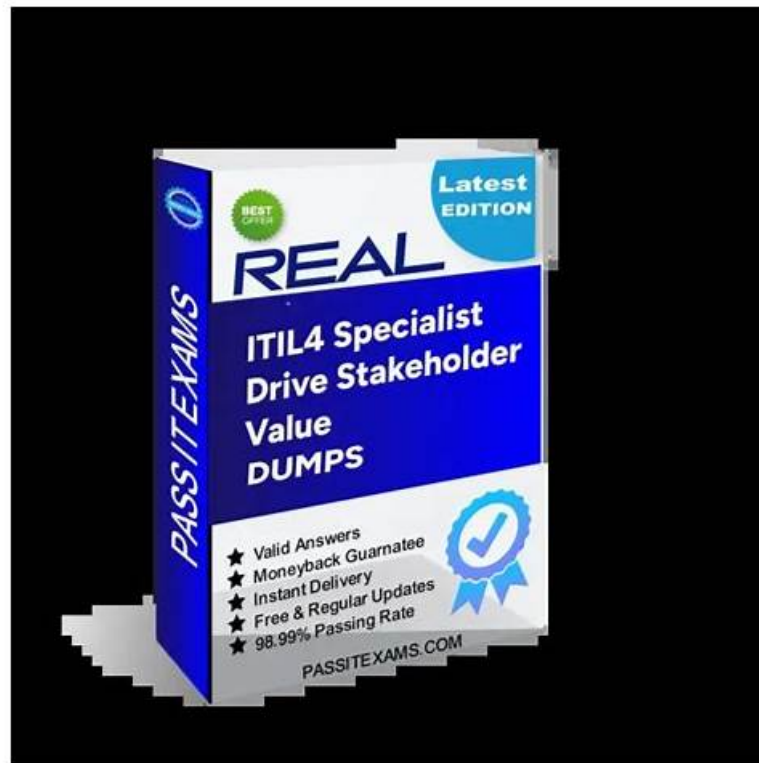


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ITIL ITIL-DSV Exam Syllabus Topics:

Topic	Details
Topic 1	Customer Journey Mapping: This module provides customer experience professionals and service designers with the tools to map the customer journey. It involves identifying critical touchpoints, pinpointing pain points, and discovering opportunities for enhancing the customer experience, leading to improved service outcomes.
Topic 2	Understanding Stakeholder Needs and Expectations: This module guides IT service managers and professionals in identifying, assessing, and prioritizing the needs and expectations of diverse stakeholders, including customers, employees, partners, and regulators.
Topic 3	Communication and Collaboration: In the final module, IT service managers and communication specialists will develop the skills needed to foster positive relationships with stakeholders through effective communication and collaboration.

Topic 4	• Service Level Management: This module equips IT service managers and service level managers with the skills to establish, monitor, and report on service levels to ensure they meet stakeholder requirements and agreements.
Topic 5	• Customer Experience Management: In this module, IT service managers and customer experience professionals will gain a deeper insight into the principles of creating and sustaining a positive customer experience. It focuses on strategies to ensure that services are designed and delivered with the customer as the central focus, thereby enhancing overall satisfaction.
Topic 6	• Service Relationships: This module teaches service relationship managers and IT professionals how to effectively manage relationships with various stakeholders, including customers, users, suppliers, and partners. It emphasizes the development of strong, collaborative relationships that are crucial for supporting service delivery and fostering value creation.

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Applicants of the ITIL-DSV test who invest the time, effort, and preparation with updated ITIL-DSV questions eventually get success. Without the latest ITIL 4 Specialist: Drive Stakeholder Value (ITL4SDSV) (ITIL-DSV) exam dumps, candidates fail the test and waste their time and money. As a result, preparing with actual ITIL-DSV Questions is essential to clear the test.

ITIL 4 Specialist: Drive Stakeholder Value (ITL4SDSV) Sample Questions (Q70-Q75):

NEW QUESTION # 70

An organization will navigate through a digital transformation. What would help the service provider to maintain a good relationship during this time of organizational change?

- A. Guarantee all downtimes will be solved within the agreed targets.
- **B. Carry out customer satisfaction surveys regularly and take action on the results.**
- C. Increase the service levels during the transformation period.
- D. Lower the billing margin during the transformation period.

Answer: B

Explanation:

During a digital transformation, maintaining a good relationship with the customer is crucial. The most effective way to ensure this is by regularly gauging customer satisfaction and promptly addressing any issues or concerns that arise. This aligns with ITIL 4's guiding principle of "Progress Iteratively with Feedback," which emphasizes the importance of continuous improvement based on real-time feedback.

* Option A (Correct): Regular customer satisfaction surveys and taking action on the results will help maintain a strong relationship by showing the customer that their feedback is valued and acted upon.

This builds trust and ensures that the service provider can adapt to the customer's changing needs during the transformation.

* Option B (Incorrect): Lowering the billing margin might be appreciated, but it doesn't directly address the quality of the relationship or service delivery during the transformation.

* Option C (Incorrect): Increasing service levels might not be feasible or necessary during a transformation and could lead to overcommitment and potential failure to meet those service levels.

* Option D (Incorrect): Guaranteeing all downtimes will be solved within the agreed targets is part of standard service management, but it doesn't specifically help maintain or improve the relationship during transformation unless paired with active engagement and feedback mechanisms.

NEW QUESTION # 71

While engaging with a new customer, a service provider should consider which of the following considerations FIRST?

- A. How can we provide feedback to the service provider.
- **B. What outcomes is the customer trying to realize.**
- C. What dependencies and risks should be considered when consuming the service.
- D. Which decisions and actions should involve the service provider.

Answer: B

Explanation:

When engaging with a new customer, a service provider should first consider "What outcomes is the customer trying to realize." This aligns with the ITIL 4 principle of focusing on value. Understanding the desired outcomes helps in tailoring the service offerings to meet the specific needs and expectations of the customer, ensuring that the service provided is relevant and valuable. This approach is emphasized throughout the Drive Stakeholder Value module, where understanding and managing customer journeys, and co-creating value are key objectives.

NEW QUESTION # 72

A service provider has built a 'cooperative relationship' with a customer.

Which activity are they MOST LIKELY to use to validate the services that are provided?

- A. Review of costs of service provider technology upgrades
- B. Continual tracking and analysis of the outcomes, costs, and risks
- C. Ad-hoc joint service reviews of costs and benefits
- **D. Joint service reviews of achievements of service targets**

Answer: D

Explanation:

In a 'cooperative relationship,' the activity most likely to validate the services provided is "Joint service reviews of achievements of service targets." ITIL 4 suggests that cooperative relationships involve regular and collaborative reviews of service performance against agreed targets. This joint approach helps in aligning the service outcomes with the customer's expectations and fostering a cooperative spirit.

NEW QUESTION # 73

Different types of service relationships require different approaches to assessing mutual readiness. Which of the following statements is CORRECT?

- A. Readiness to collaborate is crucial for a basic relationship
- **B. Assessment of capability, maturity and past performance is crucial for a partnership relationship**
- C. Readiness to change is crucial for a basic relationship
- D. Readiness to collaborate is crucial for a partnership relationship

Answer: B

Explanation:

The correct statement is "Assessment of capability, maturity, and past performance is crucial for a partnership relationship." ITIL 4 highlights that in partnership relationships, it is important to assess not just readiness but also the capabilities, maturity, and past performance of both parties. This ensures that the partnership can achieve its objectives and that both parties are aligned in terms of skills and expectations.

NEW QUESTION # 74

Which activity, carried out by both the service provider and the service consumer, enables service provision and consumption to start?

- A. Designing the customer journey
- **B. Onboarding**
- C. Building trust
- D. Assessing mutual readiness

Answer: B

Explanation:

The activity that enables service provision and consumption to start, carried out by both the service provider and the service consumer, is "Onboarding." ITIL 4 describes onboarding as the process of integrating the service consumer into the service environment, ensuring that they have the necessary knowledge, tools, and access to begin using the service effectively. Onboarding is crucial for establishing a strong foundation for the service relationship.

NEW QUESTION # 75

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