uCertify

Course Outline

ITIL® 4: Specialist Drive Stakeholder Value



28 Mar 2024

1. Course Objective
2. Pre-Assessment
3. Exercises, Quizzes, Flashcards & Glossary

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4. Expert Instructor-Led Training
5. ADA Compliant & JAWS Compatible Platform
6. State of the Art Educator Tools
7. Award Winning Learning Platform (LMS)
8. Chapter & Lessons

   Syllabus

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   Chapter 2: ITIL Foundation recap

   Chapter 3: Introduction

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   Chapter 9: Step 5: Onboard

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9. Practice Test

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   Features
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Here's what you get

11. Post-Assessment

1. Course Objective

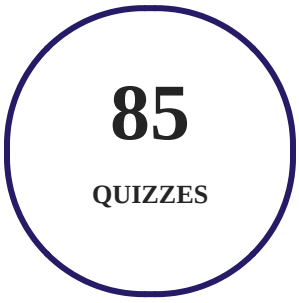
Pass the ITIL 4 exam with the ITIL4 Specialist Drive Stakeholder Value course and lab. The lab is cloud-based, device-enabled, and can easily be integrated with an LMS. The ITIL certification training comprehensively covers the ITIL 4 exam objectives and provides knowledge on the areas such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

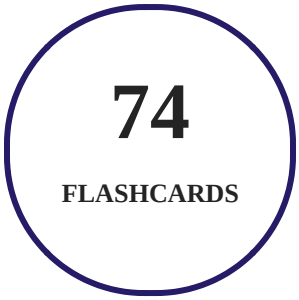
3. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



4. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



5. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



6. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

7. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

8. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

9. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**
    1. Best Postsecondary Learning Solution

- **2015**
    1. Best Education Solution

2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**
    1. Best Virtual Learning Solution
    2. Best Education Cloud-based Solution
    3. Best College and Career Readiness Solution
    4. Best Corporate / Workforce Learning Solution
    5. Best Postsecondary Learning Content Solution
    6. Best Postsecondary LMS or Learning Platform
    7. Best Learning Relationship Management Solution

- **2017**
    1. Best Overall Education Solution
    2. Best Student Assessment Solution
    3. Best Corporate/Workforce Learning Solution
    4. Best Higher Education LMS or Learning Platform

- **2018**
    1. Best Higher Education LMS or Learning Platform
    2. Best Instructional Solution in Other Curriculum Areas
    3. Best Learning Relationship Management Solution

- **2019**
    1. Best Virtual Learning Solution
    2. Best Content Authoring Development or Curation Solution
    3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

10. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: About the ITIL story

- The story so far
- Meet the Axle employees

Chapter 2: ITIL Foundation recap

- The ITIL service value system
- The four dimensions model

Chapter 3: Introduction

- The importance of engagement
- Key principles

Chapter 4: The customer journey

- Stakeholder aspirations
- Touchpoints and service interactions
- Mapping the customer journey
- Designing the customer journey
- Measuring and improving the customer journey
- Summary

Chapter 5: Step 1: Explore

- Understanding service consumers and their needs
- Understanding service providers and their offers
- Understanding markets
- Targeting markets
- Summary

Chapter 6: Step 2: Engage

- Communicating and collaborating
- Understanding service relationship types
- Building service relationships
- Managing suppliers and partners
- Summary

Chapter 7: Step 3: Offer

- Managing demand and opportunities
- Specifying and managing customer requirements
- Designing service offerings and user experience
- Selling and obtaining service offerings
- Summary

Chapter 8: Step 4: Agree

- Agreeing and planning value co-creation
- Negotiating and agreeing a service
- Summary

Chapter 9: Step 5: Onboard

- Planning onboarding
- Relating to users and fostering relationships
- Providing user engagement and delivery channels
- Enabling users for services
- Elevating mutual capabilities
- Offboarding customers and users
- Summary

Chapter 10: Step 6: Co-create

- Fostering a service mindset
- Ongoing service interactions
- Nurturing user communities
- Summary

Chapter 11: Step 7: Realize

- Realizing service value in different settings
- Tracking value realization
- Assessing and reporting value realization
- Evaluating value realization and improving customer journeys

- Realizing value for the service provider
- Summary

Chapter 12: Conclusion

11. Practice Test

Here's what you get

40	2	50
PRE-ASSESSMENTS QUESTIONS	FULL LENGTH TESTS	POST-ASSESSMENTS QUESTIONS

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

12. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:

- Provide hands-on experience in a safe, online environment
- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

Lab Tasks

- Understanding the Importance of Engagement and its Key Principles
- Understanding the Service Relationships
- Understanding the Relation among the Key Principles
- Understanding the band of visibility
- Understanding the Customer Journey
- Understanding the Markets
- Understanding the Business Provider Maturity Model
- Understanding the Service Relationships
- Understanding the Customer Requirements
- Understanding Selling and Obtaining the Service Offerings
- Understanding the Value Drivers for different types of Service Offerings
- Understanding and Planning Onboarding
- Understanding User Queries
- Understanding the Types of Service Technology Encounters
- Understanding the Service Profit Chain

Here's what you get

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PERFORMANCE BASED LAB

13. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

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