ITIL®4 Specialist: Drive Stakeholder Value

FUTURESKILLS
CONNECTION TECHNOLOGY 裝備未來

Course Fee: HK$9,600   (May apply up to HK$6,400 subsidy)
*Maximum saving, with the final grant subjects to approval.

Applying RTTP

TechEd

This course covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT-enabled services and focuses on the customer journey. It will provide candidates with the tools to increase stakeholder satisfaction by co-creating value which is integral to business success in the modern service economy.

This is a unique module that drives IT professionals to interact with stakeholders to influence and improve the user experience.

Programme code	10013333
Duration and time	3 days 09:30-17:00
Venue	1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong
Medium	Cantonese, supplement with English terminology
Course fee	HK$9,600 (May apply up to HK$6,400* subsidy)
Target Audience	ITIL 4 Foundation holder

Assessment Certification
All participants completing the course will receive an Exam Voucher to attempt the assessment. The industry-recognized certifications require a minimum passing score on the assessments.

Trainer Information

Raymond NG has over 10 years of extensive experience as an Agile Consultant for delivering Agile Project and Service Management training and consultancy to individuals and organizations. Add as Project Manager to enable organizations to adopt and implement the agile service project management solutions into their digital contexts. Raymond is a Master of Business Administration (information system management), Bachelor of Science, Computer Science Major, and Bachelor of Science in Electrical Engineering. He is certified as ITIL ® 4 Managing Professional and Approved Trainer.

RTTP Training Grant Application
Companies should submit their RTTP training grant application for their employee(s) via https://rttp.vtc.edu.hk/rttp/login at least two weeks before course commencement. Alternatively, application form could be submitted by email to rttp@vtc.edu.hk along with supporting documents.

This course is subject to approval under the Reindustrialisation and Technology Training Programme(RTTP) with up to 2/3 course fee reimbursement upon successful applications. For details: https://rttp.vtc.edu.hk.

Course Outline

Part 1: Introduction
- ❑ ITSM in the modern world;
- ❑ ITIL 4 framework, Structure, benefits.

Part 2: ITIL 4 Foundation Summary
- ❑ Value & value co-creation;
- ❑ Product & services;
- ❑ Services relationship;
- ❑ Values: outcomes, costs, & risks;
- ❑ The four dimensions of service management;
- ❑ The ITIL system value system.

Part 3: Explore – Target Market and Stakeholder
- ❑ Customer journeys: Characteristics of markets;
- ❑ Market activities & techniques;
- ❑ Customer needs & factors;
- ❑ Service providers & value propositions.

Part 4: Engage – Foster Stakeholder Relationships
- ❑ Mutual readiness & maturity;
- ❑ Supplier & partner relationship;
- ❑ Develop customer relationships;
- ❑ Analyze customer needs;
- ❑ Communication & collaboration;
- ❑ Relationship Management practice;
- ❑ Supplier Management practice.

Part 5: Offer - Shape Demand ad Define Service
- ❑ Designing digital services;
- ❑ Selling obtaining service offerings;
- ❑ Demand & opportunities;
- ❑ Requirements;
- ❑ Business Analysis practices.

Part 6: Agree – Align Expectation and Agree Service
- ❑ Plan for value co-creation;
- ❑ Service utility, warranty, experience;
- ❑ SLM practice.

Part 7: Onboard – Onboarding and Offboarding
- ❑ Key activities & plans, User relationships;
- ❑ Authorization;
- ❑ Mutual elevation of capabilities;
- ❑ User engagement & delivery channels;
- ❑ SCM & Service Desk practices.

Part 8: Co-create – Value Co-creation
- ❑ Request services;
- ❑ Triaging;
- ❑ User communities, Mindset & provision;
- ❑ Customer & user feedback;
- ❑ Service Request Management practices

Part 9: Realize – Realize and Validate Service Value
- ❑ Measurement, monitoring, reporting services.

Enrolment Methods

1. Scan the QR code to complete the enrolment and payment online OR
2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) to HKPC Academy, Hong Kong Productivity Council, 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Mr Desmond CHAN). Please indicate the course name and course code on the envelope.

Enrolment Link

Supporting Organisations
(In arbitrary order)

PMIS CONSULTING

50th Anniversary
HONG KONG COMPUTER SOCIETY
香港電腦學會

WTIA 20
香港無線科技商會

Hong Kong Software
Industry Association
香港軟件行業協會

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