

CERTIFIED DIGITAL SERVICES PROJECT MANAGER CERTIFICATION

As per International Standards



UNICHROME

Unichrone Training **Advantages**

- ✓ 2 Day Interactive Instructor –led Online/Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Mock Tests to prepare in a best way
- ✓ Highly qualified, expert & accredited trainers with vast experience
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ Certified Digital Services Project Manager Training Course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/weekend Certified Digital Services Project Manager Training Course schedule



About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across global companies

Importance of Certified Digital Services Project Manager Training

- ✓ A Certified Digital Service Project Manager (CDSPM) has a particular set of aptitudes for effective management of Digital Service projects. These professionals are equipped to deliver digital products, services, and campaigns. Professionals with this certification know how to produce Digital Service products, offer services, and obtain results from digital service campaigns. Besides validating a professional's skills in Agile, collaboration across departments, and Digital Service project delivery, this credential shows their competence in knowing the Agile methodologies and their proper application.
- ✓ Certified Digital Services Project Manager (CDSPM) Training provides candidates with necessary know-how and skills to succeed in this state-of-the-art domain. Through an inclusive program, candidates are supported in their pursuit of profound competence in Agile methods, digital service life cycles, involved parties management in a digital environment, and performance measurement techniques. This training session's curriculum makes trainees acquire exceptional skills such as user experience revolving around focus, cross-functional team leadership, digital risk mitigation strategies, and the best online service delivery practices.

ELIGIBILITY CRITERIA

- ✓ Aspirants need not meet any requirements to pursue Certified Digital Services Project Manager Training Course. However, having prior knowledge is beneficial.

WHO SHOULD ATTEND

- ✓ Any individual who wants to gain skills to understand Digital Project Management can enroll in the Certified Digital Services Project Manager Training course.

CERTIFIED DIGITAL PROJECT MANAGER CERTIFICATION ADVANTAGES



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of Certified Digital Services Project Manager Training

Lesson 01 – Digital Service Principles (DSPs)

1.	What are Digital Services?
2.	Core Principles
3.	Research and Understand Your Users
4.	Create a Multidisciplinary Team
5.	Make Use of Agile Methods
6.	Iterate and Evaluate Frequently
7.	Be Aware of Security and Privacy Protocols
8.	Establish Service Code as Being Open Source
9.	Utilize Open Standards and Common Platforms
10.	Test the End-To-End Experience of the Service
11.	Plan for Service Disruptions and Ensure That Users Succeed First Time
12.	Make the User Experience Consistent Across Brand and Encourage to Use DS
13.	Collect Performance Data and Test the Service

Lesson 02 – Digital Product Development Methodologies

1.	Waterfall Product Development
2.	Agile Development
3.	Agile Manifesto
4.	Differences Between Waterfall and Agile

Syllabus of Certified Digital Services Project Manager Training

Lesson 03 – Roles and Responsibilities

1.	Digital Roles
2.	Positions in Digital Service Development
3.	Service Owner and Product Manager
4.	Technical Architect and Service Engineers
5.	Delivery Manager
6.	Business Analyst and Business Change Lead
7.	Solution Tester
8.	User Researcher
9.	Accessibility Lead
10.	Content and Interaction Designers
11.	Types of Team
12.	Cross-Functional Teams

Lesson 04 – Digital Service Lifecycle

1.	Introduction to Digital Service Lifecycle
2.	Discovery
3.	Alpha
4.	Inception
5.	Iteration
6.	Conclusion
7.	Beta
8.	Private Beta and Public Beta
9.	Service Management
10.	Transitioning to a Live Service

Syllabus of Certified Digital Services Project Manager Training

Lesson 05 – Digital User Experience

1.	User Stories
2.	Epics
3.	Decomposing
4.	User Experience
5.	Analogue User Experience

Lesson 06 – Performance Metrics and Management

1.	Increments and Progress Reviews
2.	Managing Digital Project Outcomes
3.	Stakeholder Management and Cycle
4.	Segmenting and Prioritizing Stakeholders
5.	Stakeholder Engagement
6.	Benefits of Stakeholder Engagement
7.	Designing a Stakeholder Engagement Plan
8.	Principles for Successful Stakeholder Engagement
9.	Influence Stakeholders
10.	Stakeholder Management
11.	KPIs
12.	Communication Skills

Syllabus of Certified Digital Services Project Manager Training

Lesson 07 – Digital Project Closure

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| 1. | Finalize Digital Sign Off |
| 2. | Reasons for Closure Could |
| 3. | Service No Longer Meets User Needs |
| 4. | Service is Outdated or Replaced |
| 5. | User Need No Longer Exists |
| 6. | Organization Wishes to Move in a New Direction |

Exam Format of Certified Digital Services Project Manager Certification

Examination Format	
Exam Name	Certified Digital Services Project Manager Exam
Exam Format	Multiple Choice
Total Questions & Duration	30 Questions, 1 Hour
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for Certified Digital Services Project Manager, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Certified Digital Services Project Manager exam.

Contact Us

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