

VeriSM™ Foundation

VeriSM™ is a service management approach that helps service providers to create a flexible operating model to meet desired business outcomes. It describes how an organization can define its service management principles and then use organizational capabilities, emerging technologies and a combination of management practices to deliver value.

This intensive 3-day course builds the fundamental skills and knowledge enabling individuals to participate in a service organization and to deliver value to the consumer. At the end of the course, participants will take the 60-minute exam to obtain the international qualification **VeriSM™ Foundation**.

Audience

This certification is essential for anyone who works with products and services and will be of particular interest to:

- Graduates and undergraduates – who will be joining organizations and who need to understand the principles of service management,
- Everyone within a service organization, in particular:
 - Managers – who want to understand how to leverage evolving management practices,
 - Service owners and service managers – who need to bring their skills up to date and understand how service management has changed,
 - Executives – who are accountable for effective service delivery,

- IT professionals - who need to understand the impact of evolving management practices and new technologies on their role.

Objectives

The VeriSM™ Foundation certification validates a professional's knowledge about:

- The service organization,
- Service culture,
- People and organizational structure,
- The VeriSM™ model,
- Progressive practices,
- Innovative technologies,
- Getting started.

Course Syllabus

- 1. Welcome & Introduction**
- 2. Module 1: The Service Organization (10%)**
 - Organizational Context,
 - Organizational Governance,
 - Digital Transformation.
- 3. Module 2: Service Culture (5%)**
 - Service Culture,
- 4. Module 3: People and Organizational Structure (20%)**
 - Organization Structure,
 - Service Management Challenges.
- 5. Module 4: The VeriSM™ Model (32,5%)**
 - The VeriSM™ Model,
 - Adapting the VeriSM™ Model.
- 6. Module 5: Progressive Practices (20%)**
 - Progressive Practices.
- 7. Module 6: Innovative Technologies (10%)**
 - Impact of Technology
- 8. Module 7: Getting Started (2,5%)**
 - Getting Started
- 9. Exam preparation**
 - FAQ about the exam
 - Practice exam and group review.
- 10. Closing & Questions**
- 11. Official VeriSM™ Foundation Online Exam**

Fees include:



Accredited Partner

- Training accredited by EXIN, delivered by an accredited trainer for the VeriSM™ domain
- Course workbook including all the slides presented during the course delivery

