



IT Service Management

VeriSM™ Foundation



VeriSM™ Foundation

Duration: 365 Days

Pre-requisites: None

Delivery Methods: E-Learning

Course Overview

VeriSM™ Foundation focuses on the VeriSM™ model which emphasizes the focus on value, on outcomes and an organisation's goals. It also includes a unique management mesh, the guidance for choosing the appropriate management practices to establish the product or service. It gives context to Service Management in the digital age and looks at how emerging technologies and progressive management practices can be applied to add value for the consumer.

Objectives:

- Define the elements of organizational governance (evaluate, direct, monitor).
- Describe the impact of digital transformation on service management.
- Explain methods to overcome team challenges (silos, virtual teams).
- Define the elements of the VeriSM™ model.
- Explain how VeriSM™ re-defines service management.
- Explain how VeriSM™ uses the management mesh to create and support services.
- Explain the elements within each of the four stages of the VeriSM™ Model:
- Clarify the key concepts and when to apply Agile, DevOps, SIAM™, Lean as a management practice.
- Define the importance of considering Shift Left, Customer Experience/User Experience, Continuous Delivery practices in service delivery.
- Explain the benefits of cloud, virtualization, and automation.
- Explain the impact of big data, internet of things, mobile computing, bring your own device on service management.
- Define serverless computing, artificial intelligence, Robotic Process Automation (RPA), Machine Learning, and containerization in relation to service delivery.
- Identify steps to initiate an improvement program based on VeriSM™.

Who should take the course:

VeriSM™ Foundation is suitable both for professionals who are new to Service Management as well as those already working within a Service Management environment. This includes graduates and undergraduates, managers, service owners/managers, executives and IT professionals.

Main subjects

- The Service Organization
- Service Culture
- People and Organizational Structure
- The VeriSM™ Model
- Progressive Practices
- Innovative Technologies
- Getting Started



Required reading

[VeriSM™ - A service management approach for the digital age](#)

Claire Agutter, Rob England, Suzanne D. Van Hove, Randy Steinberg
Van Haren Publishing: December 2017

How e-learning works:

After you have registered for the VeriSM Foundation e-learning you will receive a confirmation e-mail and a separate e-mail with login details for our online learning environment. Here you follow the e-learning and practice for the exam. You have unlimited access to the material for one year.

The exam voucher is provided at the start of your course and is valid for 1 year from purchase

You will then receive a separate e-mail with an exam voucher. With this exam voucher, you can log in to the exam institute and take the exam online (on your laptop with webcam) at your desired time and location.

The Exam:

Duration:	1 hour
Number of questions:	40 (Multiple Choice)
Pass mark:	65%
Open book:	No
Level:	Foundation