PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: VeriSM™ Foundation	**Course Duration**: 2.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: VeriSM™ Foundation Certificate	

Course Syllabus

Our VeriSM™ Foundation training course will cover the following topics:

1. The Service Organisation
1.1 Organisational context
1.1.1 Define key elements of an organisation
1.1.2 Define how to optimise organisational interactions
1.2 Organisational governance
1.2.1 Define the elements of organisational governance (evaluate, direct, monitor)
1.2.2 Explain how governance “flows” through an organisation
1.3 Digital transformation
1.3.1 Define the impact of new technology on organisations
1.3.2 Describe the impact of digital transformation on service management
2. Service Culture
2.1 The service culture
2.1.1 Define a service culture
2.1.2 Explain the elements of a service culture
3. People and Organisational Structure
3.1 Organisation structure
3.1.1 Define the differences between a leader and a manager
3.1.2 Explain the competencies of the service management professional
3.1.3 List the elements of a well-functioning team
3.2 Service management challenges
3.2.1 Explain methods to overcome team challenges (silos, virtual teams)
3.2.2 Explain the challenges of managing consumers
3.2.3 Describe the elements of communication
3.2.4 Explain organisational change principles
4. The VeriSM™ Model
4.1 The VeriSM™ model
4.1.1 Define the elements of the VeriSM™ model
4.1.2 Explain how VeriSM™ re-defines service management
4.1.3 Explain how VeriSM™ uses the management mesh to create and stabilize services
4.1.4 Explain the elements within each of the four stages of the VeriSM™ model - Define, Produce, Provide & Respond
4.2 Adapting the VeriSM™ model
4.2.1 Define the process of selecting and integrating management practices.

4.2.2 Explain the characteristics of successful operating models
5. Progressive Practices
5.1 Progressive practices
5.1.1 Indicate the success factors for adopting progressive management practices
5.1.2 Clarify the key concepts and when to apply Agile, DevOps, SIAM™, Lean as a management practice
6. Innovative Technologies
6.1 Impact of Technology
6.1.1 Summarise the implications of technology on service management
6.1.2 Explain the benefits of the cloud, virtualisation, and automation
6.1.3 Explain the impact of big data, the internet of things, mobile computing, bring your own device on service management
6.1.4 Describe server-less computing, artificial intelligence, Robotic Process Automation (RPA), Machine Learning, and containerisation
7. Getting Started with VeriSM™
7.1 Getting started
7.1.1 Identify how to get started
7.1.2 Describe how to move from reactive to proactive operations

Course Overview

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 organisation can define its service management principles and then use organisational capabilities, emerging technologies and a combination of management practices to deliver value.

Our two-day VeriSM™ Foundation training course focuses on the VeriSM™ model which emphasises the focus on value, outcomes and organisational goals. It also includes a unique management mesh, the guidance for choosing the appropriate management practices to establish the product or service.

Course Learning Outcomes

Our VeriSM™ Foundation training course will help you to:

- Define the elements of organisational 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 the cloud, virtualisation, and automation.
- Explain the impact of big data, the internet of things, mobile computing, bring your own device on service management.
- Define serverless computing, artificial intelligence, Robotic Process Automation (RPA), Machine Learning, and containerisation in relation to service delivery.
- Identify steps to initiate an improvement program based on VeriSM™.

Audience

All professionals and organisations involved in delivering value to customers through the development, delivery, operation and/or promotion of services.

Our VeriSM™ Foundation training course is suitable for the following roles:

- 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
- Managers – who want to understand how to leverage evolving management practices

Entry-Level Requirements

There are no formal prerequisites for our VeriSM™ Foundation training course, however a good prior knowledge of Service Management is desirable.

Recommended Reading

There is no recommended reading associated with our VeriSM™ Foundation training course.

What's Included

Our VeriSM™ Foundation training course includes the following:

- Course Folder
- Notes Pages
- The Official VeriSM™ Book
- Sample Exams
- VeriSM™ Foundation Examination

Exam Information

VeriSM™ Foundation Examination:

- Format: Closed Book
- Duration: One Hour
- Style: Multiple-Choice
- Questions: 40
- Pass Mark: 26/40 (65%)

If the examination is taken in a language that is not your native/official language, you are entitled to 25% extra time.

What's Next

Our three-day VeriSM™ Professional training course will teach you the required skills and knowledge needed to apply VeriSM™ in your organisation, including how to use the Management Mesh.

Additional Information

Our VeriSM™ Foundation training course is designed to give you a complete understanding of the VeriSM™ approach and how it pulls together your current best practice methodologies and frameworks.

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.