Course Title: VeriSM™ Essentials	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: VeriSM™ Essentials Certificate	

Course Syllabus

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

1. The Service Organisation

1.1 Organisational context

You will learn:

1.1.1 Define key elements of an organisation

1.1.2 Define how to optimise organisational interactions

1.2 Organisational governance

You will learn:

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

You will learn:

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

You will learn:

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

You will learn:

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

You will learn:

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

You will learn:

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

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 one-day VeriSM™ Essentials training course will introduce you to the VeriSM™ model, the basics of IT Service Management (ITSM) and how VeriSM™ re-defines it.

Course Learning Outcomes

Our VeriSM™ Essentials training course has been designed to introduce fundamental Service Management skills and knowledge.

Our VeriSM™ Essentials training course will teach you about:

- The service organisation
- Service culture
- People and organisational structure

- The VeriSM™ model
- Progressive practices
- Innovative technologies

Audience

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

Our VeriSM™ Essentials 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™ Essentials training course, however a good prior knowledge of Service Management is desirable.

Recommended Reading

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

What's Included

Our VeriSM™ Essentials training course includes the following:

- Full Course Materials
- Comprehensive Workbook
- VeriSM™ Essentials Examination

Exam Information

VeriSM™ Essentials Examination:

- Format: Closed Book
- Duration: 30 Minutes
- Style: Multiple-Choice
- Questions: 20
- Pass Mark: 13/20 (65%)

If the VeriSM™ Essentials examination is taken in a language that is not the candidate’s native/official language, candidates are entitled to 25% extra time

What's Next

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.

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.

Additional Information

Our VeriSM™Essentials training course is useful to professionals at the very start of their service management career and also to experienced professionals who need access to a simple service management approach.