PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: VeriSM™ Professional	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: VeriSM™ Professional Certificate	

Course Syllabus

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

- A Digital World
- Digital Leadership & Structure
- Transformation Techniques
- Governance & Strategy
- Applying VeriSM™
- Promoting VeriSM™

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 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.

Course Learning Outcomes

Our VeriSM™ Professional training course will prove your ability to create and use a Management Mesh that is based on the organisation's current portfolio, principles, and governance needs. After creating or adapting the Management Mesh, a VeriSM™ Professional is able to manage the product or service through the Define, Produce, Provide and Respond stages.

Audience

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

- Professionals operating in organisations that are working with digital products
- Professionals in an organisation that is undergoing digital transformation
- Middle and senior managers from all business disciplines
- Professionals who are tasked with the execution of strategy
- Consultants and coaches, who will assist an enterprise with the implementation of VeriSM™
- Junior managers, who aspire to fulfil any of the above roles

Entry-Level Requirements

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

Recommended Reading

VeriSM™: Unwrapped and Applied (Part A)

Claire Agutter, Suzanne D. Van Hove, Johann Botha

Van Haren Publishing: October 2018

Please Note: Although this book may be consulted during the exam, it is strongly recommended to be familiar with the content before taking the exam.

What's Included

Our VeriSM™ Professional training course includes the following:

- Course Folder
- Notes Pages
- The Official VeriSM™ Book
- VeriSM™ Professional Examination

Exam Information

VeriSM™ Professional Examination:

- Exam Format: Multiple Choice
- Questions: 40 Questions
- Pass Mark: 26/40 (65%)
- Duration: 2 Hours
- Format: Closed Book

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our VeriSM™ Professional training course will give you the knowledge of, and skills in, applying VeriSM™ in an organisation.

You will be able to understand the impact of digital transformation on the organisation and on people, consumers as well as staff.

You will also be able to translate strategic direction into a successful operating environment.