



VeriSM™ Foundation Certification Training - Brochure



Be up to date with the very latest in IT Service Management Best Practice

What is VeriSM?

VeriSM is a service management approach from the organizational level, which looks at the end to end view rather than focusing on a single department. Based around the VeriSM™ model, it guides organizations to adopt a range of management practices in a flexible way to deliver the right product or service at the right time to their consumers.

Get Invensis Learning Advantage

- EXIN accredited VeriSM Foundation certification exam training
- Expert trainer, interactive sessions with case studies
- VeriSM Foundation mock sample tests
- Classes across 108+ locations worldwide
- Exam fee included in the training course
- 16 PDUs certificate provided
- Instructor-led training that is always on schedule
- Global approval and accreditation

Key Benefits of VeriSM for Businesses

- Bringing your staff and organization up to date with the very latest in IT Service Management Best Practice
- Efficiency savings
- Better alignment with business needs

About the VeriSM Foundation Training Course

Participants attending this VeriSM Foundation certification training will gain knowledge about the VeriSM approach, service management principles, and the unique management mesh element of the VeriSM model. This provides a flexible approach that can be adapted depending on the requirements for a particular product or service. For each product or service, these areas are considered, and the mesh is flexed where necessary.

VeriSM Foundation is a service management approach from the organizational level, which looks at the end to end view rather than focusing on a single department. Based on the VeriSM model, it guides organizations to adopt a range of management practices in a flexible way to deliver the right product or service at the right time to their consumers.

Who will benefit from the VeriSM Foundation Certification?

Job roles that can benefit from VeriSM Foundation certification include, but are not limited to:

- Graduates and undergraduates who will be joining organizations and need to understand the principles of service management
- Managers
- Service owners
- Service managers
- Executives accountable for service delivery
- IT Professionals

About Invensis Learning

Invensis Learning is a leading certification training provider for individuals and enterprises globally. Our expertise in providing globally-recognized IT & Technical certification courses has enabled us to be one of the trusted certification training partners for many Fortune 500 organizations and Government institutions worldwide. Invensis Learning has trained and certified thousands of professionals across a wide range of categories such as IT Service Management, Project Management, Quality Management, IT Security and Governance, Cloud Computing, DevOps, Agile Project Management, and Digital Courses. Invensis Learning's certification training programs adhere to global standards such as PMI, TUV SUD, AXELOS, ISACA, DevOps Institute, EXIN, and PEOPLECERT.

VeriSM Foundation Course Overview

The course syllabus consists of a number of learning objectives:

1. The Service Organization

- Organisational context

The candidate can:

- Define key elements of an organization
- Define how to optimize organizational interactions

- Organisational governance

The candidate can:

- Define the elements of organizational governance (evaluate, direct, monitor)
- Explain how governance “flows” through an organization

- Digital transformation

The candidate can:

- Define the impact of new technology on organizations
- Describe the impact of digital transformation on service management

2. Service Culture

- The service culture

The candidate can:

- Define a service culture

- Explain the elements of a service culture

3. People and Organisational Structure

- Organization structure

The candidate can:

- Define the differences between a leader and a manager
- Explain the competencies of the service management professional
- List the elements of a well-functioning team

- Service management challenges

The candidate can:

- Explain methods to overcome team challenges (silos, virtual teams)
- Explain the challenges of managing consumers
- Describe the elements of communication
- Explain organizational change principles

4. The VeriSM™ Model

- The VeriSM™ model

The candidate can:

- Define the elements of the VeriSM™ model
- Explain how VeriSM™ re-defines service management
- Explain how VeriSM™ uses the management mesh to create and stabilize services

- Explain the elements within each of the four stages of the VeriSM™ model
 - Define
 - Produce
 - Provide
 - Respond
- Adapting the VeriSM™ model

The candidate can:

- Define the process of selecting and integrating management practices.
- Explain the characteristics of successful operating models

5. Progressive Practices

- Progressive practices

The candidate can:

- Indicate the success factors for adopting progressive management practices
- Clarify the key concepts and when to apply Agile, DevOps, SIAM™, Lean as a management practice

6. Innovative Technologies

- Impact of Technology

The candidate can:

- Summarize the implications of technology on service management
- 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
- Describe server-less computing, artificial intelligence, Robotic Process Automation (RPA), Machine Learning, and containerization

7. Getting Started with VeriSM™

- Getting started

The candidate can:


- Identify how to get started [Tested in F, PI]
- Describe how to move from reactive to proactive operations





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