

VeriSM Foundation®

The fully accredited VeriSM Foundation course introduces VeriSM, gives a clear understanding of services and service management and the VeriSM model and explains how an organization can incorporate many different management practices to support the delivery of services.

Course contents:

- 22 easy to absorb lessons covering the VeriSM model, innovative technologies, progressive practices, the service organization, service culture and people and organizational structure
- Includes video tutorials, study guides and quizzes
- Study duration: 14 hours

Lessons in this course:

- Lesson 1: Organizational context & governance
- Lesson 2: Digital transformation
- Lesson 3: Service Culture
- Lesson 4: Organizational structure
- Lesson 5: Teams
- Lesson 6: Service Provider Challenges
- Lesson 7: Organizational change principles
- Lesson 8: Introduction to the VeriSM model
- Lesson 9: The VeriSM Model Part 1 Define
- Lesson 10: The VeriSM Model Part 2 Produce
- Lesson 11: The VeriSM Model Part 3 Provide
- Lesson 12: The VeriSM Model Part 4 Respond
- Lesson 13: Adapting the VeriSM Model
- Lesson 14: Progressive practices Agile
- Lesson 15: Progressive practices DevOps and SIAM
- Lesson 16: Progressive practices Lean Shift Left
- Lesson 17: Progressive practices CXUX Continuous Delivery
- Lesson 18: Innovative Technologies- Part 1
- Lesson 19: Innovative Technologies- Part 2
- Lesson 20: Innovative Technologies- Part 3
- Lesson 21: Getting Started Lesson
- Lesson 22: Exam Preparation

Are there any pre-requisites?

This course does not require any existing knowledge VeriSM

Exam Details:

40 multiple choice questions, 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Candidates must have completed the VeriSM Foundation course before requesting their exam voucher.