



EXIN/BCS VeriSM™ Plus Certificate

VeriSM™ is a registered trademark of IFDC

Course Overview and Duration:

- Duration:** 1 Day
- Course delivery:** Classroom or Virtual Classroom Environment (VCE)
- Pre-requisites:** Delegate attending this course must be in possession of a Service Management certificate such as ITIL Foundation or ISO 20000 Foundation.

Course Overview:

Summary:

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. The Foundation Certificate is an introduction to VeriSM™ and service management for the digital age.

Objectives:

- Explain what VeriSM is and why it is useful and relevant in the provision of services
- Understand the VeriSM model and its basic application
- Demonstrate the purpose of the VeriSM Management Mesh
- Explain the role of the Service Organisation
- Recognise the innovative technology and emerging management practice and its role in service management
- Learn about implementing VeriSM practices in your organisation
- Address the challenges to service management

Benefits:

Delegates attending this course will achieve a greater recognition of the service delivery practices being used and emerging in the digital age and be prepared for the changes in digital delivery. Passing the associated exam will provide them with a recognised industry qualification.

Organisations that are using, or looking to use, progressive management and technology will gain employees with a rounded view of what this means, how this applies to the organisation and what benefits this can bring. It will contribute to organisational change initiatives in introducing new thinking and practices in the organisation.



Target group:

VeriSM isn't just about 'IT' services, but can be applied to service management and delivery in general. Therefore, this course is for any individual or organisation that needs to understand service and product, especially those that have a 'digital' component. Delegate must be in possession of a service management certificate.

Context:

VeriSM ties in well with other examination programs, such as IT Infrastructure Library (ITIL), IT Service Management (SIAM), DevOps, Agile and Lean. The EXIN/BCS VeriSM Foundation certification has been created in close collaboration with industry and trade organizations wishing to embrace digital technologies.

Course Content:

The Service Organisation

- Digital Transformation
- Understand the impact of technology changes
- Describe the way in which digital transformation impacts service management

People and Organisational Structure

- Understand the difference between leadership and management
- Explain what attributes, skills and competencies contribute to a service management professional
- Understand the elements required for teams to function well

The VeriSM Model

- Explain how VeriSM redefines service management
- Define the elements of the VeriSM model
- Understand and explain how the management mesh is used to create support services
- Explain the four stages of the model: Define, Produce, Provide, Respond
- Understand the process of selecting and integrating management practices
- Explain what a successful service management operating model looks like

Progressive Practices

- Understand the success factors for adopting a variety of progressive management practices



- Clarify what and when to use: Agile, Lean, DevOps and SIAM as management practice
- Define the importance of considering Shift Left, Customer Experience/User Experience and Continuous Delivery

Innovative Technologies

- Summarise the implications of technology on service management
- Understand why and how Cloud, Virtualisation and Automation can benefit service management
- Explain the impact of Big Data, Internet of Things, Mobile Computing and Bring Your Own Device on service management
- Define concepts relating to Server-less Computing, Artificial Intelligence and Machine Learning, Robotic Process Automation and Containerisation

Getting Started

- Identify steps involved in initiating a programme to implement and improve service management with VeriSM
- Recognise and differentiate between Reactive and Proactive operations and why this matters

Pre-requisites:

It is a requirement that delegates hold a certificate in Service Management such as ITIL foundation or ISO 20000

Pre-course Reading:

There is none recommended for this course

Exam Overview:

This course is based on the EXIN/BCS Foundation syllabus and prepares delegates for the EXIN/BCS VERISM Foundation Exam taken at the end of the course on on-line. Successful candidates will be awarded the EXIN/BCS VeriSM Foundation Certificate.

Exam Type:

Classroom Exam or on-line.

The exam is multi-choice.

Exam duration is 30 minutes.

There are 20 questions.

The pass mark is 13 correct answers from 20 (65%).