

VeriSM™ Foundation

Learn via: **Classroom / Virtual Classroom**

Duration: **2 Days**

Overview

The VeriSM™ Foundation certification is designed to build the fundamental skills and knowledge enabling individuals to participate in a service organization and to deliver value to the consumer. VeriSM™ is the very latest service management approach that is designed to help service providers to create a flexible operating model to meet desired business outcomes. It describes how an organization can define its service management principles and then use organizational capabilities, emerging technologies and a combination of management practices to deliver value in a way that works for the organization.

Prerequisites

There are no formal prerequisites as this is a Foundation level training course.

What You Will Learn

The VeriSM™ Foundation certification validates a professional's knowledge in the principles and practices promoted by the VeriSM approach. Specifically, delegates will be become knowledgeable in:

- The Service Organization
- Service culture - Concepts and principles
- People and organizational structure
- The VeriSM™ model - In particular the concept of the Management Mesh
- Progressive practices - Understand which practices could add the most value to your organization
- Innovative technologies
- Getting started - What to consider?

Outline

QA's two day VeriSM™ Foundation certification will provide delegates with an initial overview of VeriSM™ fundamentals. Initial modules will cover the principles of service, and the importance of service culture. After this, further modules will cover the need to develop strong people and organization capabilities. The VeriSM model will then be covered in depth to introduce delegates to the full scope of the VeriSM approach. Final modules will cover the need to use other progressive practices and innovative technologies to successfully drive digital transformation in organizations.

This VeriSM™ Foundation certification will finish with a formal 40 question, multi choice, closed book foundation exam.