

EXIN VeriSM™ Foundation (VERISMF)

OEM: EXIN • Duration: 2 Days (16 hrs) • Code: VERISMF

COURSE MODULES & TOPICS

1 The Service Organization (10%)

- Organizational Context (2.5%): key organizational elements and optimization
- Organizational Governance (2.5%): governance elements – evaluate, direct, monitor
- Digital Transformation (5%): technology change impacts and digital transformation effect on service management

2 Service Culture (5%)

- Service culture fundamentals
- Service culture elements

3 People and Organizational Structure (20%)

- Organization Structure (10%): leadership vs management roles; service management professional competencies; well-functioning team elements
- Service Management Challenges (10%): methods addressing silos and virtual teams; consumer management challenges; communication elements; organizational change principles

4 The VeriSM™ Model (32.5%)

- The VeriSM™ Model (25%): Management Mesh application; four stages – Define, Produce, Provide, Respond
- Adapting the VeriSM™ Model (7.5%): management practice selection and integration; successful operating model characteristics

5 Progressive Practices (20%)

- Adoption success factors
- Key concepts and applications of: Agile, DevOps, SIAM™, Lean
- Shift Left, Customer Experience (CX)/User Experience (UX), Continuous delivery practices

6 Innovative Technologies (10%)

- Cloud, virtualization, and automation benefits
- Big Data, IoT, mobile, and BYOD impacts
- Serverless computing, AI, Robotic Process Automation (RPA), machine learning, and containerization

7 Getting Started (2.5%)

- Improvement program initiation steps based on VeriSM™
- Reactive vs proactive operations