VeriSM Foundation

The VeriSM™ Foundation course provides candidates with skills required to understand how an organisation should respond to the challenges of service management in the digital age and how individuals can participate in a service organization to deliver value to the consumer. In addition, this course teaches candidates how to create a service management model in which all of the organisations capabilities and responsibilities are deployed in the delivery of superior service. The VeriSM Foundation course further shows candidates how to fit their current, effective ways of working into an overall organizational context and to meet different service management situations.

4P Advisory Services

Who should attend?

The course is designed for all professionals and organisations involved in delivering value to customers through the development, delivery, operation and or promotion of services. And Executives, Managers, Service Owners and Managers, IT Professionals, Graduates etc. can also do this program.

Benefits

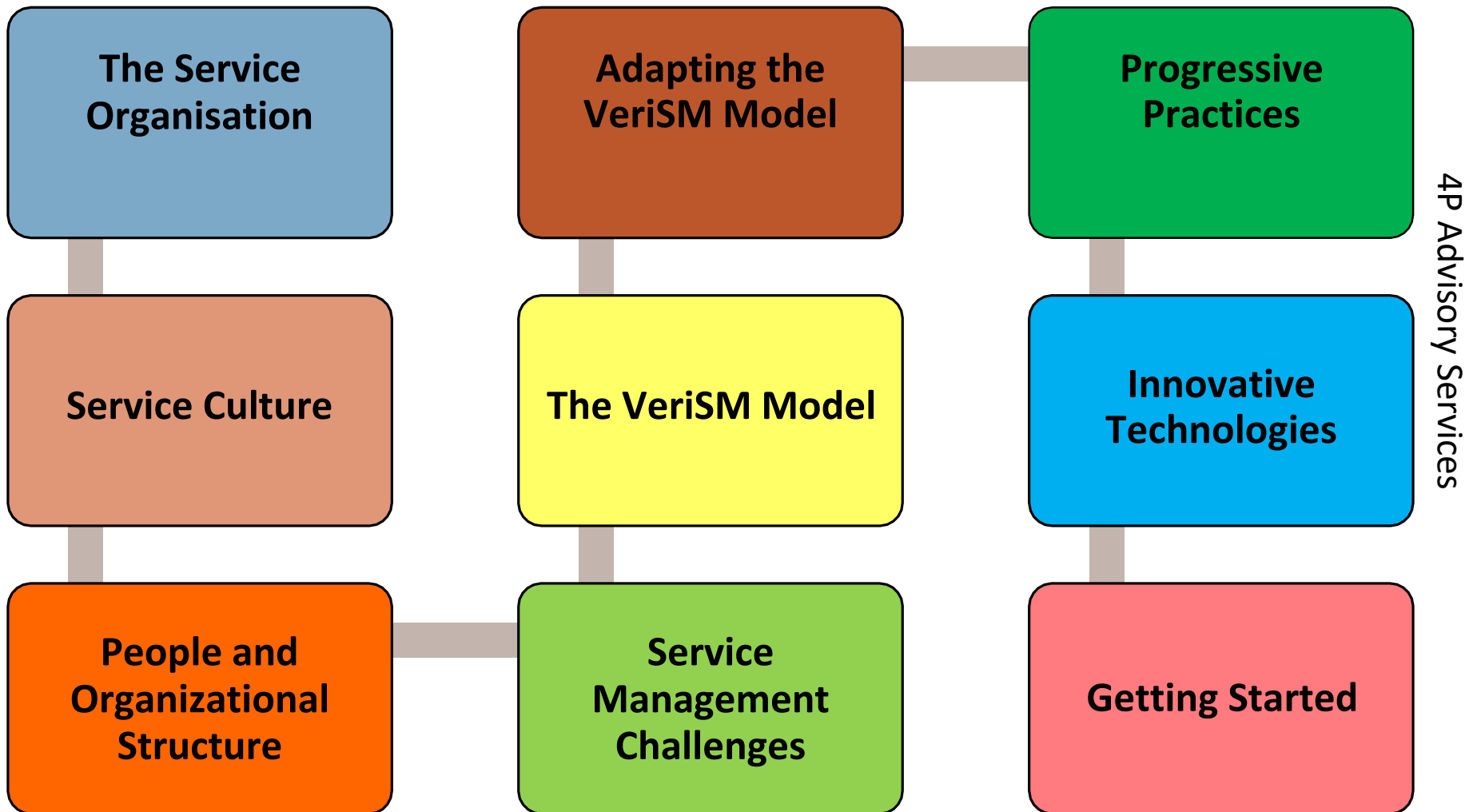**Driving internal engagement and making changes that matter to the customer**

Delivering new service management and product development practices that put your business first

Implementing service management which adds value to your business, making you more valuable in the marketplace

Being part of a growing community & Being a sought after pioneer in delivering service management for the digital age

4P Advisory Services

Consulting, Training, Projects, Examinations, Assessment & Audit

Course Outline

The Service Organisation	Adapting the VeriSM Model	Progressive Practices
Service Culture	The VeriSM Model	Innovative Technologies
People and Organizational Structure	Service Management Challenges	Getting Started

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Prerequisites for the EXAM

- Attendance of an instructor-led VeriSM Foundation course is strongly recommended

Exam Details

- Number of questions: 40 (Multiple choice)
- Pass Mark : 65% (26 out of 40)
- Closed Book
- Exam duration : 60 minutes

WHY 4P?

- A Leading Training & Consulting Organization
- Accredited by various principals
- World-wide presence and delivery models
- Unique, but proven, knowledge transfer and validation techniques
- Result oriented

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Join NOW!

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