VeriSM™ Foundation

Duration: 2 Days

August 10-11, 2020
Virtual Classroom
Price is 350 JD

gce
since 1985

VeriSM™
FOUNDATION
Certified by EXIN

VeriSM™ Foundation

Every organization is a service provider in today's market. Even organizations selling products need to add a level of service to them. Think of banking, insurance, civil services, but also the myriad of online shops where the physical product is a commodity and the service is the distinguishing characteristic of the organization. How do we best manage our services and keep our consumers happy?

Recent years have seen an explosion of different service management practices, leaving organizations confused about the best way forward. **VeriSM™** is a new approach to help you create a flexible operating model that will work for you, based on your desired business outcomes. **VeriSM™** describes how an organization can define its service management principles, and then use a combination of management practices to deliver value.

What is VeriSM?

VeriSM is a service management approach from the organizational level, which looks at the end to end view rather than focusing on a single department.

Based around the **VeriSM™** model, it guides organizations to adopt a range of management practices in a flexible way to deliver the right product or service at the right time to their consumers.

Objectives:

- Management of customer's internal engagement and ability to make important adjustments.
- Delivery of new service management and product development methods with a "business first" approach.
- Implementation of a Service Management which adds value to your company, making it more valuable on the market.
- Participation in a growing community.
- Ability in providing management services for the digital era.

Target Audience:

VeriSM™ is essential reading for anyone who works with products and services. It will be of particular interest to:

- Managers.
- Heads of services.
- Executives responsible of the effective delivery of the service.
- Professionals in the field of IT and not IT.
- Whoever is part of a service organization.

VeriSM™
Service Management
for the digital age

Course Overview:

1. The Service Organization Tested in:

1.1 Organizational context
The candidate can…
1.1.1 Define key elements of an organization.
1.1.2 Describe how to optimize organizational interactions.
1.2 Organizational governance
The candidate can…
1.2.1 Define the elements of organizational governance (evaluate, direct, monitor).
1.2.2 Explain how governance "flows" through an organization.
1.3 Digital transformation
The candidate can…
1.3.1 Define the impact of technology changes on organizations.
1.3.2 Describe the impact of digital transformation on service management.

2. Service culture Tested in:
2.1 Service culture
The candidate can…
1.1.1 Define a service culture.
1.1.2 Explain the elements of a service culture.

3. People and organizational structure Tested in:
3.1 Organization structure
The candidate can…
3.1.1 Define the differences between a leader and a manager.
3.1.2 Explain the competencies of the service management professional.
3.1.3 List the elements of a well-functioning team.
3.2 Service Management challenges
The candidate can…
3.2.1 Explain methods to overcome team challenges (silos, virtual, teams).
3.2.2 Explain the challenges of managing consumers.
3.2.3 Describe the elements of communication.
3.2.4 Explain organizational change principles.

4. The VeriSM™ model Tested in:
4.1 The VeriSM™ model
The candidate can…
4.1.1 Define the elements of the VeriSM™ model.
4.1.2 Explain how VeriSM™ re-defines service management.
4.1.3 Explain how VeriSM™ uses the management mesh to create and support services.

4.1.4 Explain the elements within each of the four stages of the VeriSM™ Model:
• Define
• Produce
• Provide
• Respond

4.2 Adapting the VeriSM™ model
The candidate can…
4.2.1 Define the process of selecting and integrating management practices.
4.2.2 Explain the characteristics of successful operating models.

5. Progressive practices Tested in:

5.1 Progressive practices
The candidate can…
5.1.1 Indicate the success factors for adopting progressive management practices.
5.1.2 Clarify the key concepts and when to apply Agile, DevOps, SIAM™, Lean as a management practice.
5.1.3 Define the importance of considering Shift Left, Customer Experience/User Experience, Continuous Delivery practices in service delivery.

6. Innovative technologies Tested in:

6.1 Impact of technology
The candidate can…
6.1.1 Summarize the implications of technology on service management.
6.1.2 Explain the benefits of cloud, virtualization, and automation.
6.1.3 Explain the impact of big data, internet of things, mobile computing, bring your own device on service management.
6.1.4 Define serverless computing, artificial intelligence, Robotic Process Automation (RPA), Machine Learning, and containerization in relation to service delivery.

7. Getting started Tested in:

7.1 Getting started
The candidate can…
7.1.1 Identify steps to initiate an improvement program based on VeriSM™.
7.1.2 Differentiate between reactive and proactive operations.

Course Instructor:

Krzysztof Politowicz (Poland)
bei.org.pl

Virtual Training Specialism
ITIL, SIAM, Lean IT, VeriSM, DevOps, Project Management, Risk, Portfolio Management, Togaf, Agile, Blockchain

Mr. Krzysztof Politowicz is a graduated Information Science at the University of Lodz and has a MA in Data Base Information Systems. After working in public sector as a librarian and information specialist three years, he was employed in privately held companies focusing on IT (Digital Equipment Corporation, Compaq Computer) where he was holding a position of IT specialist and IT Manager for next four years

At the beginning of year 2000 Krzysztof was employed in different positions as sales person, from Junior Sales to President of the Board in next 7 years.

During this time Krzysztof was involves in many project's roles like Senior User, Senior Supplier, the Executive, Project Manager and Team Manager also a team member (based on Prince2®) but also fulfilled role as a coach, trainer, product owner and a sc rum master (based on Agile Scrum).

In 2005 he funded a company named Business Excellence Institute Ltd. based in Poland, where he was CEO and President of the Board. From 2008 Krzysztof is the owner of his own private activity BEI Krzysztof Politowicz & Partners, which is ATO/AEC for ITIL®, Prince2™, Agile Scrum, ISO20000 and ISO27002. This fact allows to him to be truly Freelance Accredited Trainer. He is fully certified as ITIL V3 Expert, all Lifecycle & Capability modules as well as MALC and ITIL Approver Trainer by EXIN and APMG. He also has PRINCE2 practitioner, Agile Scrum Foundation and Master degree, MSP® Practitioner, ISO/IEC 20000 and ISO/IEC 27002 certificates an d has a wide range of experience in public and private sector. Last 12 years Mr. Politowicz fulfilled a role as a supervisor/invigilator of examination for EXIN, APMG, BCS, PeopleCert, ISEB, Tüv Academy.

" Be up to date with the future of IT Service Management with **GCE**!

For Registration:

General Computers & Electronics Company

Eng. Amer Alnajjar
Training Center Manager

+962 6 551 38 79 | +962 77 739 7728 | anajar@gce.com.jo