



VeriSM Plus®

The fully accredited VeriSM™ Plus course provides an introduction to new management practices (DevOps, Agile, Lean, SIAM etc.)

The VeriSM™ Plus certification allows students who hold VeriSM™ Essentials, ITIL Foundation or ISO/IEC 20000 Foundation certification to bridge to the VeriSM™ Foundation certification.

Course contents:

- 18 easy to absorb lessons covering the VeriSM™ model, innovative technologies, progressive practices, and innovative technologies
- Includes video tutorials, study guides and quizzes
- Study duration: 7 hours

Lessons in this course:

- Lesson 1: Digital transformation
- Lesson 2: Organizational structure
- Lesson 3: Teams
- Lesson 4: Introduction to the VeriSM™ model
- Lesson 5: The VeriSM™ Model Part 1 Define
- Lesson 6: The VeriSM™ Model Part 2 Produce
- Lesson 7: The VeriSM™ Model Part 3 Provide
- Lesson 8: The VeriSM™ Model Part 4 Respond
- Lesson 9: Adapting the VeriSM™ Model
- Lesson 10: Progressive practices Agile
- Lesson 11: Progressive practices DevOps & SIAM
- Lesson 12: Progressive practices Lean Shift Left
- Lesson 13: Progressive practices CXUX Continuous Delivery
- Lesson 14: Innovative Technologies - Part 1
- Lesson 15: Innovative Technologies - Part 2
- Lesson 16: Innovative Technologies - Part 3
- Lesson 17: Getting Started
- Lesson 18: Exam Preparation

Are there any pre-requisites?

VeriSM™ Essentials Certificate or a current Foundation Certificate from most other recognised service management frameworks (ITIL, ISO/IEC 20000, IT4IT etc)

Exam Details:

20 multiple choice questions, 30 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with EXIN). Candidates must have completed the VeriSM™ Plus course and hold the pre-requisite certificate before requesting their exam voucher.