

# Questions and Answers VeriSM™ training and certification

## Questions and Answers for Candidates

### What is the difference between VeriSM™ Foundation, *Essentials* and *Plus*?

The Foundation training and exam covers both the *Essentials* content and the *Plus* content. VeriSM™ *Essentials* covers basic service management principles. VeriSM™ *Plus* covers progressive technologies and practices and how they relate to service management. If you already have an IT service management certificate you can skip the *Essentials* part and do only VeriSM™ *Plus*.

### What are the options when I want to become VeriSM™ Foundation certified?

There are multiple paths you can follow to become certified on a foundation level.

1. The first option is successful completion of the VeriSM™ Foundation exam.
2. When you already have an IT service management certificate, successful completion of the VeriSM™ *Plus* exam will lead to the VeriSM™ Foundation certificate. The Foundation certificate will be generated automatically when you meet the requirements.
3. You may decide to do the VeriSM™ *Essentials* exam and the VeriSM™ *Plus* exams in different time frames. The moment you successfully completed both exams you receive the VeriSM™ Foundation certificate. The Foundation certificate will be generated automatically when you meet the requirements.

### Will I receive a certificate when I pass the VeriSM™ *Essentials* exam?

Yes, you will receive the VeriSM™ *Essentials* certificate.

### Will I receive a certificate when I pass the VeriSM™ *Plus* exam?

When you also uploaded another IT service management certificate (for example ITIL, IT service management based on ISO/IEC 20000 or VeriSM™ *Essentials*) you will receive the VeriSM™ Foundation certificate.

You can do the VeriSM™ *Plus* exam without having one of these certificates. You will not receive a certificate at that moment. You will receive a result paper though.

### I have an ITIL certificate, why do I need another IT service management certificate?

VeriSM™ is not an IT service management framework, it is a service management approach for the digital age. Businesses are running mainly digitally nowadays and VeriSM™ prepares you for supporting the

digital services, end to end, with all teams, from the consumer needs to service fulfillment. Moreover VeriSM™ points to evolving technologies and progressive management practices. ITIL is one of the practices that contribute to the overall value adding activities.

### Will I get a VeriSM™ certificate or an EXIN certificate?

After passing a VeriSM™ exam at EXIN, you will receive an EXIN certificate with the VeriSM™ and IFDC logo's on it.

### Are there any pre-requisites I have to meet before I can take a VeriSM™ exam?

No, the exams can be done without meeting any specific pre-requisites. Although attending an accredited training is recommended.

### Where can I do a VeriSM™ exam?

You can usually do a VeriSM™ exam at an Accredited Training Organization (ATO) who offers the VeriSM™ training and exams, or you can use [EXIN Anywhere](#).

### Is training mandatory for the VeriSM™ exam(s)?

No, training is not mandatory. EXIN recommends to follow a training though prior to taking the exam. You can find a list of accredited training organizations at [www.exin.com](http://www.exin.com).

### Which literature is recommended to prepare for the exam?

As indicated in the Preparation Guide of the VeriSM™ modules, the exam literature is:



Claire Agutter, Rob England, Suzanne D. Van Hove, Randy Steinberg

#### **VeriSM™ - A service management approach for the digital age**

Van Haren Publishing: December 2017

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ISBN: 978 94 018 0241 3 (eBook)

### Is there a sample exam available?

Yes, for all three modules there is an online sample exam available. The links to the sample exams can be found on the product pages. The online sample exams are mobile friendly and have the same look and feel as the real exams.

### What does VeriSM™ stand for?

VeriSM™ describes a service management approach which is:

- Value-driven
- Evolving
- Responsive
- Integrated
- Service
- Management

For more information visit the VeriSM™ website. <https://www.verism.global/>

### **Questions and Answers for ATO's, Accredited Partners and Trainers**

#### How can I become accredited to offer training for the VeriSM™ modules?

- If you're already accredited with EXIN, you can easily add the module to your offering through our MyLogin system. You only need to submit a declaration that your training material is complete and covers all items as described in the preparation guide.
- If you are not yet accredited with EXIN, please contact our Customer Success Center via [support@exin.com](mailto:support@exin.com).

#### Does my company need 3 different accreditations to offer the current VeriSM™ portfolio?

When you are accredited for VeriSM™ Foundation, the accreditations for VeriSM™ *Essentials* and VeriSM™ *Plus* are automatically added. If you want to offer the VeriSM™ *Essentials* and VeriSM™ *Plus* trainings separately it is your own responsibility to split your training material in line with the content split in the Preparation Guide.

#### What are the trainer requirements for the VeriSM™ modules?

In general: To become accredited as a trainer for the VeriSM™ modules, the trainer needs to hold the relevant VeriSM™ Certification for the course they intend to train.

For offering VeriSM™ *Essentials* and VeriSM™ *Plus* the trainer needs to hold the VeriSM™ Foundation certificate.

#### How can we get started to deliver training and/or examinations?

Contact your accreditation contact person to discuss what are the best options for your business.

### What is the relationship between IFDC and VeriSM™?

The [IFDC](#) (International Foundation for Digital Competences) is a nonprofit foundation that took the initiative to create the [VeriSM™](#) approach and developed it in cooperation with an international team of experts and corporates. The goal of the IFDC is to develop, own, maintain and promote (open) standards for the development of professionals in the digital era. You can find more information at

<https://www.ifdc.global>

