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The International Foundation for Digital Competences (IFDC) has developed VeriSM™ - a service management approach specifically tailored to support organizations to help them succeed in the world of digital services. The VeriSM™ model puts digital thinking first allowing you to deliver the right product or service at the right time:

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VeriSM was developed as a new approach to service management, suited for the digital age and enabling practitioners to gather appropriate resources to achieve an intended outcome. It is a softer approach, focused on the relationship between service providers and service consumers, with a strong emphasis on governance.

VeriSM™ is a service management approach for the digital age that helps service providers to create a flexible operating model to meet desired business outcomes. VeriSM™ supports organizations to succeed in the world of digital services, using all organizational capabilities, from IT to Marketing and Finance to Customer Service, in order to deliver value.

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VeriSM™ is a service management approach that helps service providers to create a flexible operating model to meet desired business outcomes. It describes how an organisation can define its service management principles and then use organisational capabilities, emerging technologies and a combination of management practices to deliver value.

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VeriSM™ is a Service Management approach for the digital era. It encourages associations to work flexibly, center around business esteem, and comprehend the numerous dynamic practices available. The certification program is based on the VeriSM™ model which stresses organizational objectives and results.

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VeriSM™ is a service management approach for the digital age. VeriSM™ offers organizations the opportunity to serve customers in line with today's high demands, whilst at the same time reducing risks and costs. A professional who is VeriSM™ certified will possess up-to-date knowledge and a powerful set of service management tools to excel in all customer service environments.

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VeriSM certification portfolio. VeriSM is the service management model for the digital age. With its focus firmly on value and outcomes, our VeriSM certification helps you understand how to apply emerging technologies and progressive management practices to support your customers and reach business goals.

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