

VeriSM™ Professional

Practical Assignments



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Introduction

Fulfillment of the practical assignments is part of the certification requirements for the VeriSM™ Professional certification. This document contains example assignments.

Both the candidate and, if applicable, the trainer are responsible that the candidate participates in the assignments in such a way that individual performance can be assessed. This is particularly important in group assignments.

Adaptations

Accredited training organizations (ATO's) may set up practical assignments or simulations that fit the examples and use case studies presented in the training. The practical assignments do not need to follow the case study provided for this certification. However, the scoring criteria may not be changed.

Adaptations can be assessed as part of the training materials audit on which the accreditation of the training organization is based. All assignments must be assessed based on the criteria provided by IFDC in the checklists in this document.

General Guidelines

In general, the following guidelines should be followed in addition to the requirements per assignment:

- The candidate plans the activities within the assignment, unless otherwise stated.
- The candidate communicates with others where needed.
- The candidate provides their own solutions.
- The candidate contributes to the quality of the assignment, especially in group-work.
- Solutions provided are realistic and thus fit for the scenario or case study.
- Solutions provided match with business and digital transformation objectives.

e-Competence Framework

The e-Competence Framework (e-CF)¹ is an accepted and common framework developed in Europe (<http://www.ecompetences.eu/>). The VeriSM™ Professional certification is based on the e-CF.

The practical assignments are used to demonstrate practical skills and experience which cannot be tested in a multiple choice exam. Including practical assignments as part of the certification helps ensure that the practical elements of competence are tested, and not just the theoretical or knowledge-based elements.

¹ The text is based on the European e-Competence Framework 3.0. CWA 16234:2014.

Assessment

In order to complete the practical assignments, there needs to be a check that the activities in the assignment have been carried out and the requirements have been met. This check can be done by an accredited trainer from the ATO, or if the candidate has chosen to prepare for their exam through self-study, they are required to complete the practical assignments independently, including a check of their own work to confirm that they have completed the assignments according to the requirements. The person performing the check (whether a trainer or the candidate) needs to familiarize themselves with the assessment criteria.

Each assessment has exam specifications as assessment criteria. These exam specifications are linked to the e-CF. The criteria are found in the Checklists. The Checklists need to be filled in for each individual candidate, stating whether or not the criteria have been met (observed). After completion of the assignments, the final Evaluation needs to be filled in.

In case completion of the practical assignments is checked by an accredited trainer, the ATO should save the candidate's results in their archive, as they can be requested during an audit.

A candidate who has chosen to prepare for their exam through self-study is required to upload the outcomes, checklists and evaluation at EI's portals. By uploading this document as evidence of training, the candidate declares that they have performed the activities of the practical assignments. EI's are entitled to contact the candidate about the execution of the practical assignments.

Assignment 1: Management Mesh

Background

The case study of FCH.

You are hired as the principal consultant to the CEO.

Your assignment

The management team has decided to realize the following two strategic initiatives: 'Upgrade of the Electronic Medical Record (EMR) system' and 'upgrade the inpatient revenue systems with external support'. In your role as principal consultant you propose to introduce some changes in order to anticipate future requirements very flexibly but based on proven practices.

Create a Management Mesh to cover all topics (360° view) and to evaluate what is needed to achieve a sustainable, flexible environment within FCH.

Recommended time

1.5 hours

Reference materials

- VeriSM™: Unwrapped and applied, Appendix B: FireCloud Health case study
- VeriSM™: A service management approach for the digital age, Chapter 10
- VeriSM™: Unwrapped and applied, Chapter 12 and 14

Expected results

- The current Management Mesh and consider:
 - the four sides of the Mesh and the order to build the Mesh.
 - how the Mesh should be filled.
- The required Management Mesh based on the two chosen strategic initiatives and consider:
 - the four sides of the Mesh and the order to build the Mesh.
 - the necessary elements to establish the two strategic initiatives.
 - how the Mesh should be filled.
- A description of the gaps.

Assessment criteria for the exercise

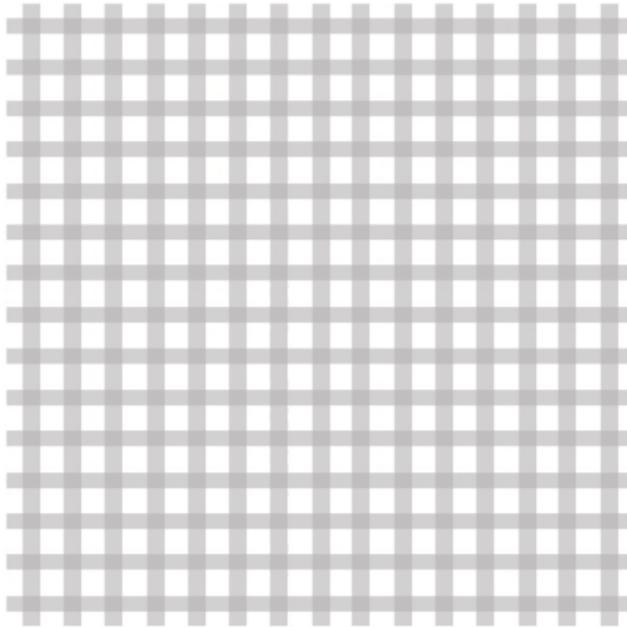
The candidate can...

- understand the Management Mesh;
- apply the Management Mesh based on a case study with defined goals;
- perform a gap analysis.

Candidate's outcomes:

Current Management Mesh

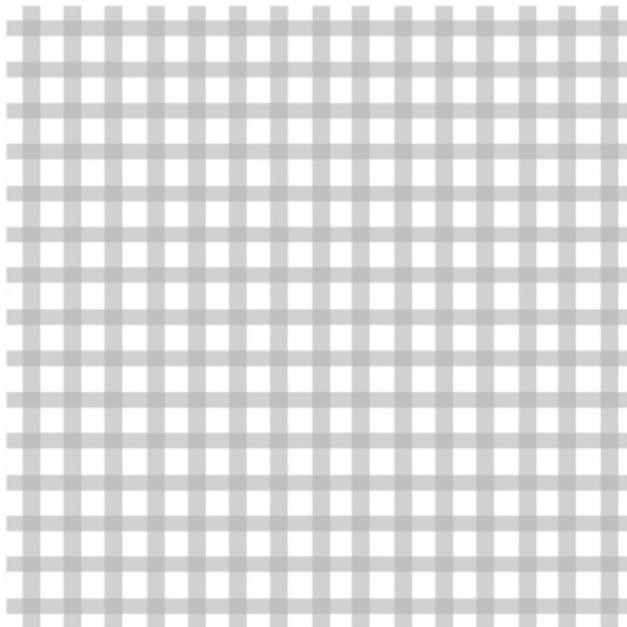
Resources



Environment

Emerging technologies

Resources



Environment

Emerging technologies

Management practices

Candidate's outcomes:

Click or tap here to enter text.

Assignment 1 Checklist

Note down the assessment of the candidate per exam specification.

e-Competence	Exam specification	The candidate can...	Observed? Tick the box if observed
A4, D11	4.1.1	apply the VeriSM™ model to address a new or changed service or product.	<input type="checkbox"/>
A4	4.1.2	capture the current state in a Management Mesh.	<input type="checkbox"/>
A7, A9	4.1.3	identify resources, environment, management practices and technologies that support the new or changed product or service	<input type="checkbox"/>
D11	5.2.1	analyze the gap between the current state and a desired state	<input type="checkbox"/>

Assignment 2: VeriSM™ Model

Background

The case study of FCH.

You are hired as the principal consultant to the CEO.

Your assignment

One of the strategic initiatives is continuing to grow and merging with one to three new hospitals.

FCH will merge with one new hospital. In your role as principal consultant, the management team asks you to create separate operational plans for HR in the medical division and both IT departments for this merger. These plans should include the activities throughout the four VeriSM™ stages and the desired outcomes.

Recommended time

1.5 hours

Reference materials

- VeriSM™: Unwrapped and applied, Appendix B: FireCloud Health case study;
- VeriSM™: A service management approach for the digital age, Chapter 7, 11, 12, 13, 14;
- VeriSM™: Unwrapped and applied, Chapter 11, 13, 14, 15, 16, 17.

Expected results

- Operational plan for HR in the medical division including:
 - the activities throughout the four stages;
 - the desired outcomes per stage.
- Operational plan for IT as part of finance in the medical division including:
 - the activities throughout the four stages;
 - the desired outcomes per stage.
- Operational plan for IT in the insurance division including:
 - the activities throughout the four stages;
 - the desired outcomes per stage.

Assessment criteria for the exercise

The candidate can...

- process a strategic decision into operational plans running through the four stages;
- create an operational plan including desired outcomes;
- apply the VeriSM™ model to an organization.

Candidate's outcomes:

Click or tap here to enter text.

Assignment 2 Checklist

Note down the assessment of the candidate per exam specification.

e-Competence	Exam specification	The candidate can...	Observed? Tick the box if observed
D11, E4	5.2.3	differentiate between traditional and iterative requirement gathering techniques.	<input type="checkbox"/>
A4	5.3.1	analyze the Produce, Provide and Respond activities for efficiency.	<input type="checkbox"/>
A4	5.3.2	analyze the Produce, Provide and Respond activities for conformance to organizational strategy.	<input type="checkbox"/>

Evaluation

The final evaluation needs to be filled in below for each individual candidate.

Note that some exam specifications may be included in more than one assignment. In case the requirement has been observed in at least one of the assignments, the box can be ticked under 'observed' for the exam specification.

e-Competence	Exam specification	The candidate can...	Observed? Tick the box if observed
A4, D11	4.1.1	apply the VeriSM™ model to address a new or changed service or product.	<input type="checkbox"/>
A4	4.1.2	capture the current state in a Management Mesh.	<input type="checkbox"/>
A7, A9	4.1.3	identify resources, environment, management practices and technologies that support the new or changed product or service	<input type="checkbox"/>
D11	5.2.1	analyze the gap between the current state and a desired state	<input type="checkbox"/>
D11, E4	5.2.3	differentiate between traditional and iterative requirement gathering techniques.	<input type="checkbox"/>
A4	5.3.1	analyze the Produce, Provide and Respond activities for efficiency.	<input type="checkbox"/>
A4	5.3.2	analyze the Produce, Provide and Respond activities for conformance to organizational strategy.	<input type="checkbox"/>

Total number of specifications observed:	
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e-CF competences for VeriSM™ Professional

You can find all the e-Competence Framework competences related to the VeriSM™ Professional certification below. Also indicated is the level of the competence and whether the competence is covered entirely, partially or superficially. For more information about the e-CF, please visit <http://www.ecompetences.eu/>.

competence is covered
 partial coverage
 superficial coverage

e-Competence Level		1	2	3	4	5
A.4.	Product / Service Planning					
A.8.	Sustainable Development					
A.9.	Innovating					
A.10.	User Experience					
C.3.	Service Delivery					
D.9.	Personnel Development					
D.10.	Information and Knowledge Management					
E.1.	Forecast Development					
E.7.	Business Change Management					