

ADOPTING, ADAPTING & APPLYING VERISM™ IN 10 STEPS



SERVICE MANAGEMENT FOR THE DIGITAL AGE

1.



Establish Digital Leadership

POINTS OF ATTENTION: ● Leaders ● Skills and mindset required by digital leaders ● Leading cultural transformation ● Digital sustainability ● Support and buy-in from C-level / influential VeriSM 'Champions')
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 4

2.



Establish Enterprise Governance

POINTS OF ATTENTION: ● Defining the organization using governance questions ● Establishing the organizational portfolio ● Evaluate, Direct, Monitor (EDM) activities ● Defining Service Management principles (Quality, Security and Risk for example) ● Establishing an enterprise-wide model and mindset ● Ensuring your governance and principles evolve
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Chapter 1.1; Part A, Chapter 6.4.2, Chapter 10 ● 'VeriSM: A Service Management Approach for the Digital Age', Chapter 1; Part 2, Chapters 7-9

3.



Define Transformation Approach

POINTS OF ATTENTION: ● Digital transformation approaches and implementation options ● Identifying transformational opportunities ● Transformation tools and techniques ● Requirements for successful digital transformation ● Changing culture and organizational change management ● Common service provider challenges
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 3 & Chapter 9; Part B, Chapter 24: OCM, Chapter 25: Digital Transformation and the Jobs Market ● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapters 2-6; Part 3, Chapter 26

4.



Organize To Embrace Change & Digitalization

POINTS OF ATTENTION: ● Define 'Digital' and a 'digital organization' ● People (professionals) and the digital age ● Moving to a flatter structure ● Providing autonomy and employee ownership ● Establishing mutual trust and reliance
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 3 & Chapter 5; Part B, Chapter 24 (OCM) ● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapters 2-6

5.



Develop & Embed Collaborative And Consumer Centric Behaviors

POINTS OF ATTENTION: ● Defining collaboration ● The importance of collaboration ● Collaborative behaviors and dynamics ● Measuring success and defining what 'good' looks like ● Service culture / mindset ● Customer centricity
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 3.9 & Chapter 6 ● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapter 2, Chapters 4-5

6.



Organize To Learn, Unlearn & Relearn

POINTS OF ATTENTION: ● Knowledge Management in the Digital Age ● How to structurally learn, unlearn & relearn ● Outcome based thinking ● Value Stream Mapping ● Professionalism, ethics, competences & lifelong learning
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapters 7-8 ● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapter 5

7.



Create Current View Management Mesh™

POINTS OF ATTENTION: ● The Management Mesh™ ● How the Management Mesh™ is used ● Portfolio as driver for Management Mesh™ ● 4 aspects of the Management Mesh™ ● Creating the current Management Mesh™ view, unique to your organization
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 12 ● 'VeriSM: A Service Management Approach for the Digital Age', Part 2, Chapter 10 ● EXIN Management Mesh tool

8.



Create Desired State Management Mesh™

POINTS OF ATTENTION: ● Getting approval for a new or updated service ● Gathering and analyzing the requirements ● Selecting appropriate management practices ● Choosing appropriate technology ● Creating the desired state Management Mesh view
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapters 13-14; Part B, Appendix E: Agile Requirements, Appendix D: Management Practices Information ● 'VeriSM: A Service Management Approach for the Digital Age', Part 2, Chapter 11; Part 3, Chapters 16-25 ● EXIN Management Mesh tool

9.



Close Gaps & Manage Through The VeriSM™ Stages

POINTS OF ATTENTION: ● Gap analysis techniques ● Sourcing strategy and options ● Integration in a multi-vendor model (SIAM) ● Managing through the produce, provide, and respond stages ● Merging / integrating management practices ● Continual improvement and adaption of the Management Mesh
FURTHER GUIDANCE: ● 'VeriSM: Unwrapped and Applied', Part A, Chapters 15-17; Part B, Appendix F: Steps for Strategic Sourcing ● 'VeriSM: A Service Management Approach for the Digital Age', Part 2, Chapters 12-15; Part 3, Chapter 19 (SIAM)

10.



Get VeriSM™ Trained & Certified!

POINTS OF ATTENTION: ● **VeriSM™ Essentials:** An introduction to the Service Management mindset for professionals who are encountering Service Management for the first time ● **VeriSM™ Plus:** A bridge into VeriSM™ Foundation for professionals with a background in (IT) Service Management ● **VeriSM™ Foundation:** Gives professionals a solid foundation in Service Management in a digital environment ● **VeriSM™ Professional:** Enables professionals to apply the VeriSM™ approach to improve and lead Service Management in a digital environment
FURTHER GUIDANCE: ● www.exin.com/qualification-program/verismtm