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Simplify Service Management News

1 message

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Unified Service Management News

A Quarterly Newsletter from MyServiceMonitor, LLC

If you are looking to **simplify service management for the entire enterprise in a way that's affordable and easy to learn and use, and is consistent with --- and complimentary to --- existing frameworks and practices**, then subscribe to the Rolling Uphill Newsletter.

This is the first of what will be a 'dirty dozen' quarterly newsletters, continuing to chronicle a savage journey to service management excellence which began in the book, **Rolling Uphill**. There will only be 12 editions (*God willing*), after which my savage journey will end.

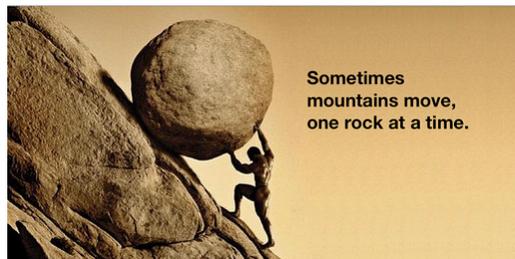
My hope is that I will have helped you with the long, uphill push that we call continual improvement. For those who'd like to hear from me more often 😊, I blog at least weekly so subscribe to the [Rolling Uphill Blog](#).



The USM Method

The *Unified Service Management Method's* universal approach to defining ALL services — along with **5 processes and 8 workflows that apply to ALL service providers** — create uniform building blocks that enable a simple, sustainable service management system to be achieved incrementally over time.

Find out how to move the **enterprise service management mountain**, one rock at a time using the USM method.



What's Happening...

The USM method's process model and standard workflows have been field-tested in the Netherlands and Europe for nearly a decade.

*"I can tell you I've been out with several customers and several sessions, and I've had a big bottle of wine that Jan is willing to share with us if we can find another way [not included in the 8 workflows] and we've been trying to do that **for the last 3 years** and I can't come up with it..."*

We've come up with a lot of routines, IT, non-IT, facilities, HR... we tried them all... and it's always one of these workflows that guides you in the most optimal way. - IT Manager, Dutch Ministry

News

- **New White Paper:** Transformation and Zero Trust: *The Need for a Unified Service Management System*
- **4me Unified Service Management (USM) Certified**
- FREE USM Workshop: Dec 6, 2022 3PM est
- USM Foundation Certification for the US: Nov 30th - Dec 2nd

Recent Webinars *(click links for replays)*

- ITSM Academy - ESM and the Big Re-Think: sustainable ESM with the USM Method
- itSMF USA - Part 1: Simplifying Service Management for the Enterprise: ITIL v4 and the Unified Service Management Method
- itSMF USA - Part 2: How to Make a Success of ITIL 4 with USM

Mindful Mondays *(a few posts from the Rolling Uphill Blog)*

- **A Tale of Two Services** - Well-defined services are key to value delivery. Services also need interoperability between ecosystem partners for consistent value delivery. The USM method delivers both. [<read more>](#)
- **Why Rolling Uphill?** - When I named my blog Rolling Uphill, I initially had in mind the Deming Cycle figure in ITIL's CSI publication; but Rolling Uphill has other meanings as well. [<read more>](#)
- **Mindful Mondays** *(the first)* - I used to hate Mondays. They typically began with a 'what have you done for me lately' meeting, which was rarely enough even when I felt we were making very good progress. [<more>](#)

Of course, I still tend to submit other posts and rant on LinkedIn every now and then...

- [DevOps, USM and BeingFirst](#)
- [Why we need to simplify enterprise service management](#)

Finally, while at the moment I'm totally consumed with the USM method I know full well that people and tools must factor into any plans to simplify enterprise service management. Stay tuned for more information in the future about applying [Conscious Change Leadership](#) to USM deployments, as well as more news on USM tooling.

And as always, with nearly 2 decades working with my friends at [eG Innovations](#) around unified performance monitoring (my service monitor of choice), I more than welcome any opportunity to work with eG Enterprise customers who might benefit from the USM method and Conscious Change Leadership.

Help simplifying service management.

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