

Rolling Uphill (USM) Newsletter

1 message

Thu, Feb 2, 2023



Unified Service Management News

A Quarterly Newsletter from MyServiceMonitor, LLC

I continue rolling uphill, evangelizing the **Unified Service Management method** in the USA. If you are getting frustrated with traditional practice-based frameworks, are looking for a new service management tool or are looking to expand service management to the enterprise give the USM method a look!

My goal is to help customers with the long, uphill push to enterprise service management. 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.

What's Happening...

Right now there's much more happening in Europe, with USM rapidly expanding to include the first [new partner in India](#), a series of very successful knowledge exchanges for [government services](#), and [USM training](#) in English, Dutch and Finnish.

But we're making steady progress in the USA as well. Several deployments of 4me (a [USM-based toolset](#)) in health care, ongoing [workshops](#), a recent [webinar](#) and an emerging Community of Interest at the [itSMF USA](#).

News

Recent Webinars *(click links for replays)*

- Webinar: [Service Management's Missing Link](#)
- Companion White Paper - [Service Management's Missing Link](#)

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

- **Mindful Monday (Wednesday)** - commented on a recent White Paper sponsored by Manage Engine where ten industry authorities commented on ITSM strategies for the next 3 years. [<more>](#)
- **Slow & Steady Wins the Race**- Our inability to govern the proliferation of increasingly powerful, technology-based services is sure to bite us in the ass — perhaps more quickly than we know. [<more>](#)
- **SIPOC Revisited** - While there are similarities between USM's Customer-Provider Interaction Model and the popular SIPOC (Supplier-Input-Process-

Output-Customer) Model, they focus on two different things. [<more>](#)

- **Simplify Before Automating** - While I understand the rabid desire to apply artificial intelligence and machine learning to automate service management, we shouldn't forget a basic lesson: ***Simplify processes before automating them.*** [<more>](#)

Other posts and rants on LinkedIn...

- **Service Management's Missing Link - 4 Part Series**
 - [Part 1](#)
 - [Part 2](#)
 - [Part 3](#)
 - [Part 4](#)

Finally, service management is an extremely broad area and includes stakeholders not necessarily dedicated to service management but who are still vital to its success.

One example is Human Resources. I found it interesting that BeingFirst's content and [Conscious Change Leadership](#) approach has been approved by the Society for Human Resource Management (SHRM®) to offer Professional Development Credits (PDCs) towards SHRM-CP® or SHRM-SCP® as well as Business Recertification Credit Hours towards aPHR™, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®) and the Association of Change Management Professionals (ACMP) to offer PDUs towards their CCMP® certification.

As I outlined in my [Mindful Monday \(Wednesday\)](#) blog post, there are two basic strategies for successful service management. The first is *integral and integrated management approach* (i.e., the USM method) and the second involves *attitude, behavior, and culture* of the people involved in the delivery of services (i.e., Conscious Change Leadership).

So there's much more to effective service management than ITIL or any other practice framework, method or standard.

But with the pace of change continuing to accelerate, and routines being rapidly automated, we need to re-visit our service **management system** (and I don't mean your toolset!!) now more than ever.

USM can help you do that incrementally and affordably. [Contact me](#) to find out more.

Help simplifying service management.

Share this newsletter with your colleagues or post it on social media.

MyServiceMonitor, LLC, Highwood Road, Denville, New Jersey 07834, USA

[Unsubscribe](#) [Manage preferences](#)

Send free email today

HubSpot