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## John, here's your Rolling Uphill (USM) Newsletter

1 message

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While I had a minor [bump in the road](#) since my last newsletter, the **Unified Service Management method** continues to build momentum. Here's what's happening....

I continue to offer **Free Open USM Workshops** the first Tuesday of every month, limited to 6-8 people. Next one's **June 6<sup>th</sup>** so [register now!](#)

I'm also getting more interest in **Corporate Workshops**, which allow conversations to be more directed at your specific organizational landscape. If you have a group of 4-6 people who want to find out more about USM, schedule a [Free Consultation](#) to arrange a Corporate Workshop just for you! (Note: this workshop is free too 😊 )

Lots happening over at the SURVUZ Foundation as well. USM Coaches can now facilitate **USM Awareness Workshops**. These are client-specific sessions that can

be used in different phases of a USM deployment (Intake, Plan or Learn). These workshops:

- train participants in their capability to recognize and interpret (*their own*) local practices (*routines*) in terms of the USM management system
- identify a series of practical improvement opportunities for the organization
- make the participants aware of the fact that all interactions and improvement opportunities can be recorded with one common and universal management system

[Contact me](#) to find out more.

**A tool 4me!** I was able to meet 4me's USA team recently and am excited about the potential of this **USM Certified tool**. If you are struggling with the cost and complexity of your ITSM tool and ITIL practices, the combination of USM and 4me is worth looking into! [Contact me](#) to learn more and stay tuned for more news on this front...

I also continue to work with the [itSMF USA](#) and the USM Community Of Interest (COI) Forum on that site. We've had several USM webinars and spoke at a Local Interest Group (LIG) meeting as well. If you're a member of the itSMF USA contact me to find out more.

## Other News

### Recent Webinars *(click links for replays)*

- March 9th Webinar (itSMF USA): [Unifying Service Management with the USM Method](#)
- March 23rd Webinar (itSMF USA MN LIG) - [What is the Unified Service Management \(USM\) Method?](#)

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

- **Unlearning is not Forgetting** - Unlearning doesn't necessarily mean forgetting past lessons, but it does require us to reinvent ourselves and do some re-thinking — another nature of the improvement beast. [<more>](#)
- **The Case for Unified Service Management** - Not many services get as personal as health care. The journey along a treatment path can be painful for a wide variety of reasons, and having recently undergone an ablation procedure to treat some AFib it got me thinking about the USM method, case management and the customer experience. [<more>](#)
- **Service Management's Rube Goldberg** -Your *personal* quality journey is more about understanding yourself than any best practice framework. But *companies* must account for all assets— people, processes, and tools. [<more>](#)
- **Mindful Monday: Think for Yourself** - Like many I've been thinking about — and playing with — ChatGPT. [<more>](#)

Other posts and rants on **LinkedIn**...

- **Management System vs Operating Model: What's the Difference?**
  - *Models* are not *systems*. Models are used as an example to follow or imitate<sup>[i]</sup>, and systems are a coherent set of components. [<more>](#)
- **Make great CX a routine**
  - the importance of routines to achieving a great customer experience is worth more discussion. [<more>](#)
- **Go with the Flow Part 2: USM and Value Streams**
  - Managing value streams remains fundamental to improvement, but these techniques can achieve more effect and lasting results when they are based on the 8 USM workflows of USM's service management architecture. [<more>](#)
- **Maturing the Digital Enterprise**
  - While traditional process capability maturity models will still have value, it is time service management moved past this and measure value creation maturity. [<more>](#)

Enterprise service management requires a simple, sustainable management system, and the USM is delivering that for a rapidly increasing number of customers. USM' **5 processes** and **8 workflows** compliment any practice framework, and works with any organizational topology or team structure.

It's time to simplify service management for the enterprise.

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