



## APMG-Accredited USM Foundation Classes in the USA!

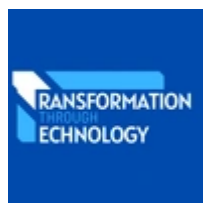


The first [USM Foundation Certification Class](#) was held in July for a corporate client. For information about future [APMG-Accredited USM Foundation Classes](#), [contact me](#); I expect to see more classes later this year.

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## itSMF USA

### Transformation through Technology Conference



I'm looking forward to speaking at the [itSMF USA Conference -- Transformation through Technology](#) -- OCTOBER 3 - 6, 2023 BALTIMORE HARBOR, MARYLAND

Like much of the world today, service management is transforming. Indeed, [service management is now everyone's business](#). Come find out more!

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## The SURVUZ Foundation's been busy!!

As a [Certified USM Coach](#), I've had the opportunity to participate in our USM Coach MeetUps every month. There's a lot happening with USM including:

- Exchanging information about USM deployment practices
- ISO Cross-Reference(s) and tooling
- USM Bridge/Professional training
- USM self-paced eLearning
- USM Service Awareness Workshop
- Improvements to the USM communication platform

I will still provide **FREE USM Workshops** every month, starting back up again in September after taking the summer months off. The schedule is below. Additional dates are available for Corporate Workshops. [Contact me](#) for details.

- *Tuesday, September 12th*
  - *Tuesday, October 10th*
  - *Tuesday, November 7th*
  - *Tuesday, December 5th*
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## Other News

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

- **Abstraction, Decomposition and Systems Thinking** - unless we're acting as a customer, we live underneath an iceberg of complexity; time for systems thinking! [<more>](#)
- **Time for High Touch** - Virtual connections are great, but the more I hear about AI the more I think it's time to get our itSMF Local Interest Groups going again. [<more>](#)

- **Kids in the Candy Store** - What's nice about service management is you're never really over the hill; we continue to give new life to proven techniques. Perhaps that's one reason I still like rolling uphill. [<more>](#)

#### Other posts and rants on LinkedIn...

- **Back to the Future with USM** - It's been interesting participating in the [Back2ITSM](#) group, and sometimes difficult to stay quiet about USM; I feel strongly it's a missing link for service management. But I also understand there's plenty of room for everyone; service management is a very large domain! [<more>](#)
- **Achieving an Enterprise SMO** - SMOs align governance and management and must put value delivery at the top of their agenda. A unified service management method can help achieve both. Find out how. [<more>](#)
- **Service Management is everyone's business** - My journey to service management excellence may be taking its final, savage turn. It seems that service management is everyone's business. But will going mainstream be a good thing? [<more>](#)



## Simplify Service Management for the Enterprise

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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