



A SERVICE MANAGEMENT APPROACH FOR THE DIGITAL AGE

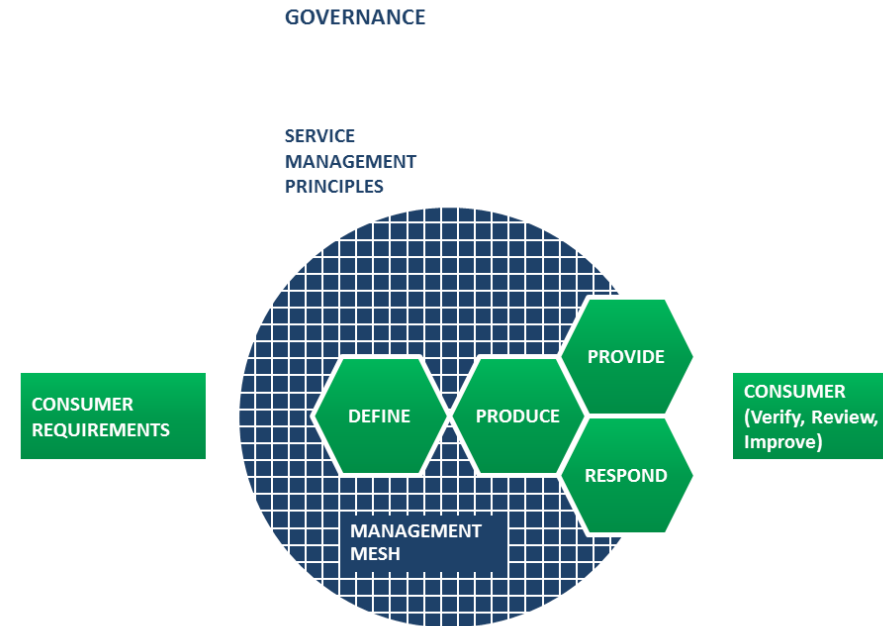
VeriSM is:
Value-driven
Evolving
Responsive
Integrated
Service
Management

Key Concepts:

Capabilities: organizations need to involve all their capabilities in digital service management; IT, HR, Sales, everyone.

Service management principles: the principles allow product and service teams to work in innovative ways, as long as they stay within the defined 'guardrails' for security, risk, quality etc.

Management mesh: how an organization integrates resources, environment, management practices and emerging tech to deliver value to consumers.



Training and Certification Levels:



From the community, for the community:

- ✓ Developed by 50+ global experts
- ✓ Led by chief architect Claire Agutter (ITSM Zone, Scopism)

VeriSM is owned and developed by the IFDC, using a community approach



Learn more:

IFDC.global
VeriSM.global
itsm.zone

