

# ADOPTING, ADAPTING & APPLYING VERISM™ IN 10 STEPS

SERVICE MANAGEMENT FOR THE DIGITAL AGE



1.



## Establish Digital Leadership

**POINTS OF ATTENTION:** ● Leaders ● Skills and mindset required by digital leaders ● Leading cultural transformation  
● Digital sustainability ● Support and buy-in from C-level / influential VeriSM 'Champions')  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 4

2.



## Establish Enterprise Governance

**POINTS OF ATTENTION:** ● Defining the organization using governance questions ● Establishing the organizational portfolio  
● Evaluate, Direct, Monitor (EDM) activities ● Defining Service Management principles (Quality, Security and Risk for example)  
● Establishing an enterprise-wide model and mindset ● Ensuring your governance and principles evolve  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Chapter 1.1; Part A, Chapter 6.4.2, Chapter 10  
● 'VeriSM: A Service Management Approach for the Digital Age', Chapter 1; Part 2, Chapters 7-9

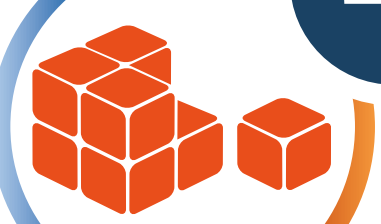
3.



## Define Transformation Approach

**POINTS OF ATTENTION:** ● Digital transformation approaches and implementation options ● Identifying transformational opportunities ● Transformation tools and techniques  
● Requirements for successful digital transformation ● Changing culture and organizational change management ● Common service provider challenges  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 3 & Chapter 9; Part B, Chapter 24: OCM, Chapter 25: Digital Transformation and the Jobs Market ● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapters 2-6; Part 3, Chapter 26

4.



## Organize To Embrace Change & Digitalization

**POINTS OF ATTENTION:** ● Define 'Digital' and a 'digital organization' ● People (professionals) and the digital age  
● Moving to a flatter structure ● Providing autonomy and employee ownership ● Establishing mutual trust and reliance  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 3 & Chapter 5; Part B, Chapter 24 (OCM)  
● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapters 2-6

5.



## Develop & Embed Collaborative And Consumer Centric Behaviors

**POINTS OF ATTENTION:** ● Defining collaboration ● The importance of collaboration ● Collaborative behaviors and dynamics  
● Measuring success and defining what 'good' looks like ● Service culture / mindset ● Customer centricity  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 3.9 & Chapter 6  
● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapter 2, Chapters 4-5

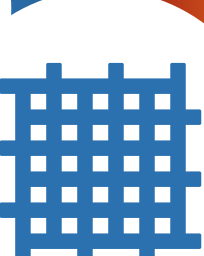
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## Organize To Learn, Unlearn & Relearn

**POINTS OF ATTENTION:** ● Knowledge Management in the Digital Age ● How to structurally learn, unlearn & relearn  
● Outcome based thinking ● Value Stream Mapping ● Professionalism, ethics, competences & lifelong learning  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapters 7-8  
● 'VeriSM: A Service Management Approach for the Digital Age', Part 1, Chapter 5

7.



## Create Current View Management Mesh™

**POINTS OF ATTENTION:** ● The Management Mesh™ ● How the Management Mesh™ is used ● Portfolio as driver for Management Mesh™  
● 4 aspects of the Management Mesh™ ● Creating the current Management Mesh™ view, unique to your organization  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapter 12 ● 'VeriSM: A Service Management Approach for the Digital Age', Part 2, Chapter 10 ● EXIN Management Mesh tool

8.



## Create Desired State Management Mesh™

**POINTS OF ATTENTION:** ● Getting approval for a new or updated service ● Gathering and analyzing the requirements  
● Selecting appropriate management practices ● Choosing appropriate technology ● Creating the desired state Management Mesh view  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapters 13-14; Part B, Appendix E: Agile Requirements, Appendix D: Management Practices Information ● 'VeriSM: A Service Management Approach for the Digital Age', Part 2, Chapter 11; Part 3, Chapters 16-25 ● EXIN Management Mesh tool

9.



## Close Gaps & Manage Through The VeriSM™ Stages

**POINTS OF ATTENTION:** ● Gap analysis techniques ● Sourcing strategy and options ● Integration in a multi-vendor model (SIAM)  
● Managing through the produce, provide, and respond stages ● Merging / integrating management practices  
● Continual improvement and adaption of the Management Mesh  
**FURTHER GUIDANCE:** ● 'VeriSM: Unwrapped and Applied', Part A, Chapters 15-17; Part B, Appendix F: Steps for Strategic Sourcing  
● 'VeriSM: A Service Management Approach for the Digital Age', Part 2, Chapters 12-15; Part 3, Chapter 19 (SIAM)

10.



## Join the VeriSM™ Community!

Find out more about VeriSM on the [VeriSM Global](#) website, follow VeriSM on [LinkedIn](#) and join the [Official VeriSM Global Group](#) to become part of the VeriSM Community!