



Feedback on VeriSM™ training and certification by Dell Technologies- Malaysia



By MC Gan (Senior Manager, Global Infrastructure Deployment Support – Dell Technologies)

The story below is written by a group of people of Dell Technologies Malaysia that had training and certification VeriSM™ Foundation in 2018 and VeriSM™ Professional end of 2019. The group – The VeriSM Warriors - was very enthusiastic about it and shared their insights and feedback with us, for which we are very thankful.

Our passion in furthering ourselves, team, employer and the profession of service management in Solution Architect, OEM Sales, Infrastructure Deployment, Enterprise and Client Technical Support have motivated and guided us to further on the best approach to serve our customers in the best flexible way to deliver the right service. We believe our ability to innovate and cultivate breakthrough thinking is an engine for growth, success and progress.

We have brought teams from mediocrity to world class supporting global customers and recognized as "Best of Breed" within a global organization. With most of us having the ITIL Expert record of achievement, we have constantly pushed ourselves taking on new areas and challenges to respond practices while always delivering value with integrated service management commitments to our company, customers, stakeholders, people and ourselves. In our company's culture code, we always believe our customer relationship is the ultimate differentiator and foundation for our success. We recognize that *one prescriptive way of working is not enough anymore* to stay ahead of the competition and *take full advantage of the opportunities offered by the digital transformation*. More and more of our customers and partners look on delivering value with *integrated service management practices* in a bigger picture *and the different practices which can be used to add value to their business*.

This also in line with Malaysia Prime Minister's call to bring Malaysian industry up towards service management, all our initiatives are focused on looking for opportunities to respect the past and embrace the future, and as such it is an evolution and not a revolution to take *service management to the next level* at Dell Technologies Malaysia. All the VeriSM warriors are fully funded by [Human Resources Development Fund \(HRDF\)](#) that aimed up-skilling interventions to ITSM professionals to better business outcomes in Malaysia in keeping up with the fast-evolving business landscape and new ITSM thinking, approaches, and capabilities are required; *plus – and importantly – the ability to build upon existing ITSM capabilities in a manner that protects earlier investments in ITSM across people, process, and technology*.

The VeriSM approach, transformation work and Management Mesh helps us understand the full spectrum of what's out there, *and how we can establish a model with the mix of practices that best suits to bring up the service management*. VeriSM respects the past and embraces the future, and as such it is an evolution and not a revolution.

Below are the punches from wisdom community of inspired VeriSM practitioners on the training, contents, exam and practical work. Keep them rolling with their passion, energy and pride altitude.

MC Gan (Senior Manager, Global Infrastructure Deployment Support)

"With the VeriSM approach to traditional organization silos would able to be broken down. A blame culture can arise between the service providers due to the lack of co-operation between silos. When a service is faulty, each silo focuses on proving it is not at fault, rather than working with other silos to correct the fault. Communication and cooperation create synergistic relationships between the capabilities. Digital transformation changes that. Organizations would able to communicate innovative ways of working, break down resistance and get people comfortable with operating in new ways. This will include an overall focus on the end consumer, rather than internal processes and ways of working, in other words, a service culture reborn."

Caryn Koay (Manager, Infrastructure & Client Solutions Support- Dell Technologies)

"Service management helps me to adopt a range of management practices in a flexible way to deliver the right service at the right time.

It supports how to use all functioning team's capabilities to deliver the value. With a unique management mesh, I manage to establish a better service and deliver desirable outcomes within the team goal."

Othman, Norwahida (ANZ Technical Support Manager)

" The VeriSM Service Management approach is relevant for all types of organizations, not only IT. For me the VeriSM model on Governance helps me especially on transparency of how decisions are made and by whom, to be clear and visible to all staff which relate to the recent org changes. Also, service management helps me to understand on consumer focus to meet their need and expectation and the model relies on feedback, which isn't just something that is received when the consumer receives a service, it can and should happen at any time. As products and services are defined, produced and provided, the consumer must be involved, and their feedback heard and acted upon. The VeriSM model under consumer need, outcome and solution is very important to me as it is applicable to my current job role. It would be too much to explain here but what I focus is on, performance requirement, strategy, communication plan and training requirement. "

Derrick Lim (Custom Service Solutioning Consultant)

"VeriSM Foundation training has provided me with fundamental understanding of service management in a broader organizational perspective. It complements my effort in developing a more extensive knowledge of service management which expands beyond IT service management that I currently possess. The knowledge is eminently valuable in my current role being presales solution architecture in constructing effective customized service that conforms to customer unique requirement."

Jason Pang (OEM | Embedded & Edge Solutions Consultant)

"The training does help me understand the basic/fundamental knowledge about service management from the organizational level, looking at the end-to-end (holistic) view rather than focusing on a single functional department (silo thinking). The context of this training explains the stages of development of product/service through the VeriSM approach, which begins with customer requirement, followed by solutioning, service delivery, and then end with assessment and transformation. It helps to broaden my knowledge in services management in addition to what I have learnt from ITIL training. The knowledge

I gained from VeriSM does add value to my existing job role in terms of how I can be an effective "conductor" to orchestra the relevant functional team to ensure customer needs are well supported and fulfilled by the current or new services offered by Dell. "

Bee Lean Lim (Senior Engineer, Technical Support)

"VeriSM helps to focus on the consumer and how using service management flexibly would deliver the best outcomes from employee to the customer resulting in an all-round successful experience for all stakeholders. For example, now we all in digital age and it help IT to Marketing and Finance to Customer Service, in order to deliver value thru online world of easy access to reviews, social media and opinions now more than ever customer experience is everything."

Rafel, Juan (ANZ Technical Support Manager)

"Business transformation is a constant cycle. So how do we stay relevant inline with the business transformation? Simple, the answer is: apply VeriSM to our everyday work and mindset approach. VeriSM is so agile, that it will be able bend and adapt to what kind of transformation is needed by the company. It can be the fastest or the slowest way to implement transformation or optimization. But at the end of the day, it is an approach that is the most logical and innovative with clear understanding of the issue and goal in mind. VeriSM is also structured strategically so that I can be surgically implemented top down to achieve the desired outcome. For me this is something that is already inline with Dell Culture which is winning together. It includes all the parties. No man left behind. The Management Mesh outlined in VeriSM is an equivalent example of a puzzle pieces and when it's finished it will reveal the big beautiful picture. This is really important, especially if we want to optimize or transform something in Dell be it process or product or etc. VeriSM is the right approach to propel a company forward because it emphasizes on communication, inclusiveness, seamlessness and looking at what technology can benefit the organization when utilized and approached properly. If you want to be successful, the VeriSM approach is the way to go!"

Jim Ng (South Asia Technical Support Manager)

"The thing that I like about VeriSM is that the model emphasizes to deliver new service management and product development practices that put the business first. It welcomed any attempts to improve the way in which work is organized to meet internal and external (market) challenges. Our organization is to provide technical assistance and resolution to our customers. The work includes researching and diagnosing solutions to tech related issues that may come up on daily basis, over the phone. With that, having a consumer focus and a service culture is fundamental in ensuring that services deliver the expected value. Also, most importantly VeriSM helps to drive internal engagement and making changes that matter to the customer. This is paramount for the success of any organization."

Mohd Majid (South Asia Level 2 Technical Support Manager)

"In VeriSM, the whole organization is the service provider, not just IT. This resonates with recent thinking that the IT service provider needs to look not just at the business it serves, but how it serves the CUSTOMERS OF THAT BUSINESS. Finance, HR, manufacturing, sales, etc. are all just as much part of the service provider as IT. One of the strengths of VeriSM is what I call flexible consistency. VeriSM recognizes that different products and services within an organization may require flexibility in how value is delivered to consumers. But at the same time, the organization needs to take a consistent approach for delivering value. VeriSM provides that consistency through its "Define-Produce-Provide-Respond" model, while at the same time, provides flexibility via the Management Mesh. It is positioning itself to sit above or to the side of existing practice and provide advice and guidance on how to SELECT and INTEGRATE management practices so that they work in harmony where they can provide best value."

Nuraini Othman (Senior Engineer, Technical Support)

"There are certain aspects that distinguish VeriSM from others. It includes a unique Management Mesh. It provides flexibility and agility required by the organization in this digital era and enables them to exploit the resources to fit into customer requirements whilst adhering to governance and service management principles. Each department can create their own management mesh, evolved to identify an optimal set of service management policies and procedures, driven by customer requirements and feedback. VeriSM allows me to know how to leverage evolving management practices, update my skills and understand how service management has improved and responsible for effective service delivery."

KH Ooi (Senior Manager, APJ Systems Development Engineering)

"Every organization is different – which means that every organization needs its own way of managing its services and needs its own practices and processes. VeriSM recognizes that there isn't a one-size-fits-all approach in service management and thus it was created in a manner to help organizations to customize their approach to best practice adoption. VeriSM is a holistic, business-oriented approach to service management, which helps make sense of the growing landscape of best practices out there, and can help you integrate them to add business value."

Alvin Ung (Senior Engineer, Technical Support)

"VeriSM helps to remove the rigidity and to reduce the confusion by showing organizations how they can fit different approaches together, and to move flexibly through them, in order to respond to the ever-changing technology and business environments. It looks at service management from an end-to-end business perspective and says that the organization is the service provider, not the IT department. The model stresses the need for communication between the organization and the consumer at the very beginning, when gathering requirements, through to the end, once the solution has been delivered and where the consumer is focused upon by ensuring that support is available, feedback is dealt with, and improvements are made."