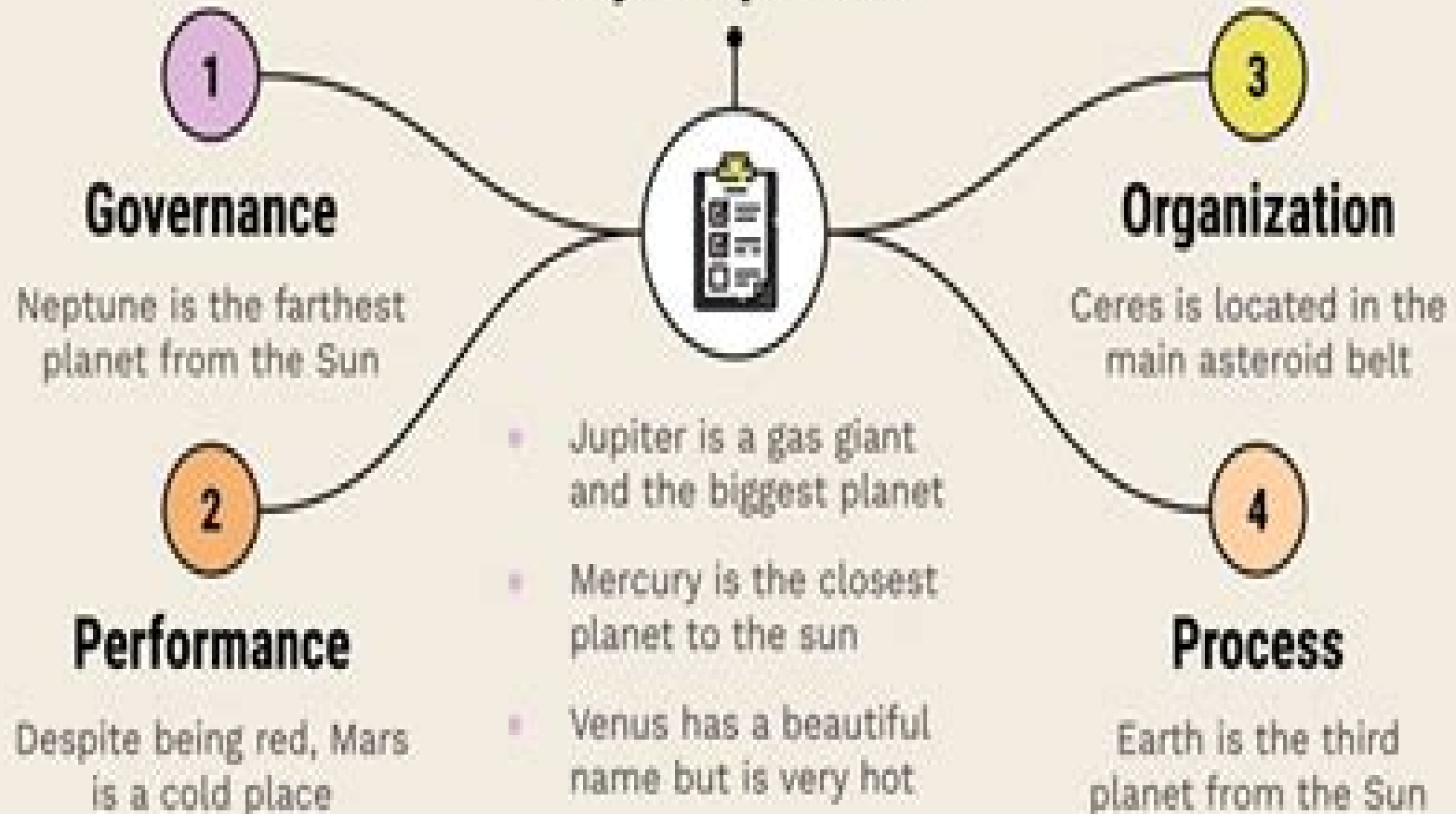


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Key components



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organizational level looking at the end to end view rather than focusing on a single department Based around the VeriSM model it shows organizations how they can adopt a range of management practices in a flexible way to deliver the right product or service at the right time to their consumers VeriSM allows for a tailored approach depending upon the type of business you are in the size of your organization your business priorities your organizational culture and even the nature of the individual project or service you are working on Rather than focusing on one prescriptive way of working VeriSM helps organizations to respond to their consumers and deliver value with integrated service management practices Service management plays a leading role in digital transformation Digital transformation looks outward with a hyper focus on the consumer experience Service management can help shift the mindset from inside out to outside in by developing effective transparent principles that help deliver services that are valuable to the customer All organizational capabilities must understand How does the organization enable and deliver value What are the supply chains within an organization that support value delivery How do the individual capabilities contribute to or support these supply chains to deliver value

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