

**VeriSM™** is a business service management approach for the digital age that helps service providers to create a flexible operating model to meet desired business outcomes.

**VeriSM™** supports organizations to succeed in the world of digital services, using all organizational capabilities, from IT to Marketing and Finance to Customer Service, in order to deliver value.

The **ITIL Service Lifecycle** describes the provisioning and management of IT services from inception (strategy) through design, implementation and operation, whilst continually improving both services and service capabilities.

**ISO/IEC 20000** allows IT service provider organisations to achieve conformance to a service management system which requires them to continually improve their delivery of IT services.

**FitSM** is a IT service management standard that provides solutions which can be efficiently implemented in organisations ranging from SMEs and start-ups through to large enterprises.

**FitSM** is aligned with ISO20000 and is used by many organisations to achieve ISO20000 certification.

**Lean IT** is an extension of lean principles, applied in an IT environment. The approach is a way of thinking and acting, focusing heavily on organisational culture.

**SDI®** (Service Desk Institute) standards set out clear definitions for key service desk roles and responsibilities. Certification is available for foundation, analyst and manager levels.

**COBIT® 5** provides a comprehensive framework that assists enterprises in achieving their objectives for the governance and management of enterprise IT.

**ISO 27001** enables organisations to achieve conformance to an information security management system which requires them to continually improve their control of confidential and sensitive information.

**PRINCE2®** is a process-based approach for project management, providing an easily tailored and scalable method for the management of all types of projects.

**PRINCE2® Agile** describes how to configure and tune PRINCE2 so that PRINCE2 can be used in the most effective way when combining it with agile behaviours, concepts, frameworks and techniques.

**AgilePM™** targets project managers and project participants who want to be agile and deliver change faster, at a lower cost and with lower risk, in line with business objectives.

**Praxis™** is a framework for the management of projects, programmes and portfolios. It includes a body of knowledge, methodology, competency framework and capability maturity model. The framework is supported by a knowledgebase of resources and an encyclopaedia.



**Business improvement and service management**

**Governance, risk & security**

**Project management**

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