

A QUICK GUIDE TO THE INTEGRAL SERVICE MANAGEMENT FRAMEWORK



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DOLF VAN DER HAVEN

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**A Quick Guide to the
Integral Service
Management Framework**

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Service Management: It's All About the People

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Introduction

This book introduces an extended model for service management, based on principles of Integral Psychology and embedded in the ISO/IEC 20000:2018 standard for service management [1]. This Integral Service Management Framework (ISMF), as I call it, has as its aim to extend classic service management with human factors such as attitude, behaviour, culture and cooperation. It creates a much broader context for service management than a framework such as ITIL or a standard such as ISO/IEC 20000 does and therefore hopes to provide new perspectives on the role of service management with the IT enabled services industry.

Necessarily, this only touches on the surface of a complete Service Management System (SMS). If you are interested in going into more depth, read the more extensive book *Service Management – It's all about the People* [2].

References

- [1] ISO/IEC 20000-1:2018 Information Technology – Service Management – Part 1: SMS requirements, ISO, 2018
- [2] Van der Haven, Dolf – Service Management: It’s all about the People. ITSM Press, 2018
- [3] CMMI for Services, v1.3. Software Engineering Institute, 2010

About the Author

Dolf van der Haven was born in Muiderberg, The Netherlands, in 1971. Originally a Geophysicist, he has a broad background in IT, Telecommunications, Management, Psychotherapy and Service Management. He currently works as a Quality, Information Security and Service Management Consultant at Verizon Enterprise Solutions and is Co-founder and Managing Director of Powerful Answers, a Service Management consultancy based in Bulgaria, The Netherlands and the Czech Republic. He is also member of ISO/IEC Joint Technical Committee 1, Subcommittee 40, which develops the ISO/IEC standard series 20000 (Service Management) and other standards. He is Co-editor of Part 2 of the ISO/IEC 20000 series.

Previous publications include *The Healing Elephant* (2008 in Dutch, 2009 in English), about psychotherapy; *The Human Face of Management* (2014) about people management; and *Service Management – It's all about the People* (2018) about service management and integral psychology.

Dolf lives in Groenekan, The Netherlands, with his partner and their 130 chickens.