

# Universeel Service Management (USM) Beyond ITIL including exam voucher

## Group Training

Training code	CGAUSM-FCD
Spoken Language	Dutch
Language Materials	Dutch
Dayparts	4
Price	€1.000,00 excl. VAT No extra costs.

## What is Universeel Service Management (USM) Beyond ITIL including exam voucher

USM training emphasizes the process design of the service organization and its routines.

After all, processes are the shortest and most efficient way to customer-relevant goals.

USM goes one step further and focuses entirely on the workflows that ultimately define how the work is organized. Organizations that strongly focus on hierarchical or project-based routines - or even have based their organizational structure on it - can thus gain a lot in effectiveness and efficiency.

## Who should attend Universeel Service Management (USM) Beyond ITIL including exam voucher

Service organizations that want to get their organization in order can use USM, the Unified Service Management method. USM training deals with the management system of service providers. The participant learns to make practical choices with USM for managing his own organization. These choices are well-founded and easy to understand because they are based on a powerful service management architecture. This creates insight and tranquility in the organization, its management and its routines - which is a precondition for a structural improvement of the organization's performance.

### Prerequisites

No specific prerequisites

### Objectives

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## Exam Information

- Exam duration (minutes): 60 min
- % extra time for non-native speakers: 0%
- Number of exam questions: 40
- Minimum to pass out of total questions: 26
- Exam style: Multiple choice
- Open Book: No

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