

**A LEXICON OF TERMS USED  
WITHIN  
  
THE  
UNIVERSAL SERVICE  
MANAGEMENT  
BODY OF KNOWLEDGE  
(USMBOK™)**

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**A POCKET GUIDE**

A Service Management 101 Series Publication

**Service Management 101  
Publishing**

A dictionary of the key concepts and terms used within the Service Management 101™ Series of Publications, Services and Simulations.

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## Service Management 101 Solutions

Service Management 101 offers a unique family of solutions specifically designed to assist the service management professional and service organization design and sustain a pragmatic service management strategy.

### **Outside-In Service Management™**

Service Management 101 provides consulting and education programs specifically designed to embed outside-in thinking in service management initiatives.

URL: <http://www.oi-sm.com>

### **The USMBOK Best Practice Library (BPSL)**

The USMBOK Best Practice Statement Library service provides online Internet based access to the complete library of best practice statements spanning the entire USMBOK. The service offers drill-down navigation as well as global and focused searches. The architecture and naming conventions are consistent with the organization of this book.

URL: <http://www.servicemanagement101.net/pages/bps-home>

### **The Key Performance Measure Library (KPML)**

The Key Performance Measure Library is similar to the Best practice Statement Library in that it provides searchable access to the very latest guidance on measuring the performance and quality of the elements of a service management system. The service is complimentary to members of the BPSL service.

URL: <http://www.servicemanagement101.net/pages/kpm-home>

### **The SM101 Support Service**

The SM101 Support Service is effectively the ‘help desk’ for all products and services offered by Service Management 101, including this publication, and the previously mentioned Internet services. This powerful support service supports the asking and answering of specific ‘how to’ questions. The service provides both individual and project related support and offers self-help through automatic and manual searches of an extensive library of knowledge articles.

URL: <http://www.sm101-support.com>

### **Education**

Service Management 101 is an approved education provider for the Service Management Qualification Scheme, a standards-based credential program for service management professionals managed and offered by the non-profit Service Management Society (<http://www.sm-s.org>)

Service Management 101 is also an authorized Accredited Courseware Provider (ACP) and Accredited Training organization (ATO) for the IT Infrastructure Library®.