

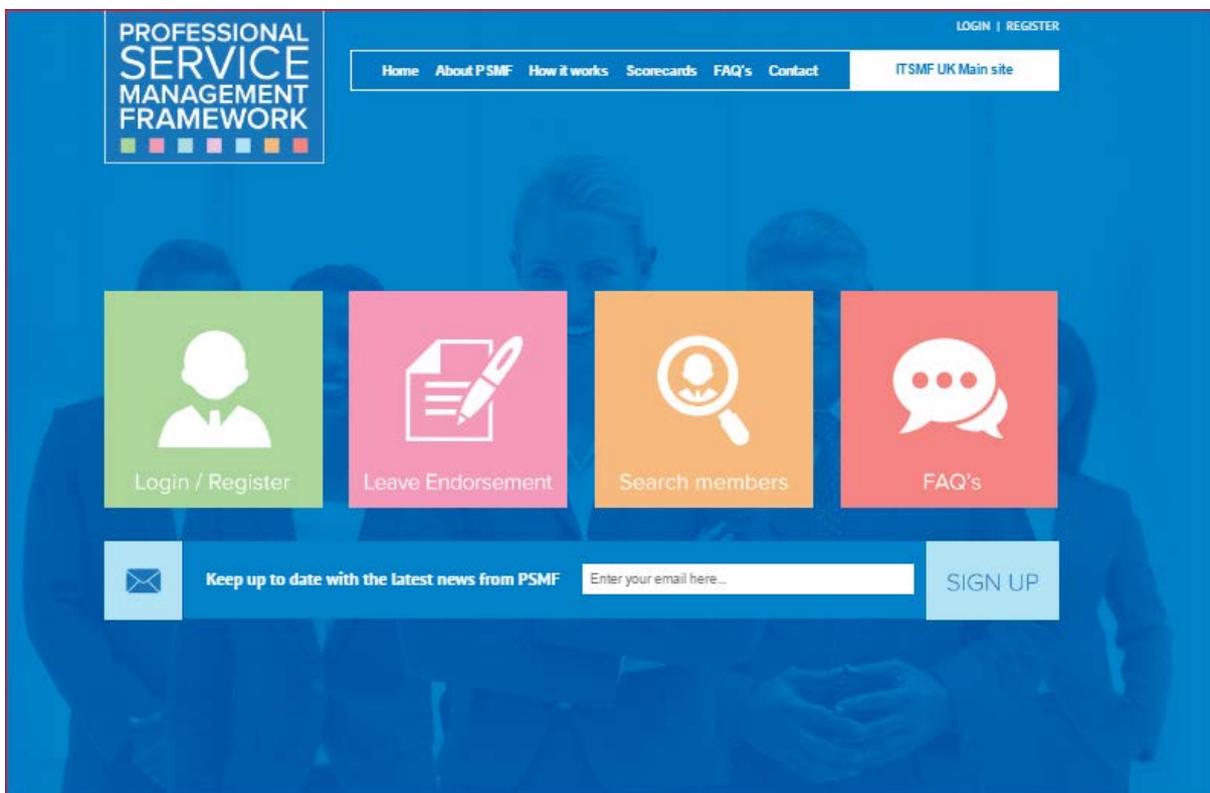


PSMF Global – how to use the scorecard

(Version 4, 12th April 2017 – please contact psmf@itsmf.co.uk with any queries)

The PSMF Scorecard Platform – PSMF Global – provides a record of professional development for those working in service management. Any significant step or achievement can be marked with the award of endorsements or credits. Any PSMF or itSMF UK member can register individually as a PSMF Global user, create a profile, and start to build their own scorecard or to endorse others. They can also retain their scorecard as they change between jobs and organisations, so that it becomes a lifelong map of their career growth and achievements.

Organisations with PSMF Membership can also register as PSMF Global users, and this will allow employers to view the endorsements and credits awarded to staff who work (or previously worked) for the organisation. The home page of PSMF Global is www.psmf.global



From this landing page you can log in or register, leave endorsements or search for members with scorecards.

REGISTERING INDIVIDUALS

To register, click on login and then select 'register as an individual'. The user name will normally be your email address and you can select your own password (which has to be unique). So although the login is separate from the itSMF UK main membership site login, the user name and password will often be the same.



The screenshot shows the PSMF website's login and registration interface. At the top left is the PSMF logo. A navigation menu includes 'Home', 'About PSMF', 'How it works', 'Scorecards', 'FAQ's', and 'Contact'. A 'LOGIN | REGISTER' link is in the top right. Below the navigation, there are two main options: 'Register as an individual' (represented by a person icon) and 'Register as an organisation' (represented by a building icon). To the right, the 'User Login' section contains an 'Email' field with the text 'mark.lilycrop@itsmf.co.uk', a 'Password' field with masked characters, and a 'SUBMIT' button.

Fill in your details. At the bottom of the registration screen, you should provide your current employer and you can then select any PSMF-compliant companies you're connected with (which will show up in the drop down list).

Below the drop-down lists there is space to list 'other organisations' that aren't in the PSMF member database. Finally, click 'register' at the bottom.

REGISTERING ORGANISATIONS

PSMF member organisations register in a similar way. From the login page, select 'register as an organisation', and then provide details of the organisation and the main administrator contact for the PSMF membership.

2 Organisations

Primary Organisation you work for / with.*

Job title*

Organisation members you maybe linked with. (Please Choose)

None None None

Other Associated Organisations / Groups

Organisation / Group 1

Organisation / Group 2

Organisation / Group 3

Register

GIVING AN ENDORSEMENT

The second button on the home page allows you to leave an endorsement - ie 'recognise' any individual with a scorecard for an achievement or for demonstrating a particular capability, either at associate level or the more advanced professional level.

Anyone can make an endorsement, and the PSMF scorecard should be used to record achievements within the workplace, in special interest groups or other professional activities (such as speaking at an event or writing an article), or outside the working environment (such as showing leadership skills in a leisure activity).

PROFESSIONAL SERVICE MANAGEMENT FRAMEWORK

LOGIN | REGISTER

Home About PSMF How it works Scorecards FAQ's Contact ITSMF UK Main site

Leave Endorsement

To leave an endorsement you must first search for a registered member.
If you are a member, please login and your submission will be added to your profile.

Search member by surname... SEARCH Search all members SEARCH

Just search for the intended recipient by surname. (If the name doesn't appear, it probably means the individual has not yet registered on the PSMF Global site – you just need to ask them to register. Once they have registered, you can add the first endorsement to their scorecard.) Once you find the member's name, click on the arrow at the right-hand end of the name line.

MANAGEMENT FRAMEWORK

Member search result

1 records that match your search criteria. Page 1 of 1

MEMBER NAME	JOB TITLE	MAIN ORGANISATION	MEMBER SINCE
Tim Testman	Change Manager	www.itsmf.co.uk	03/03/2017

Scorecard Search

Please search for your member of choice using the search options below. You can either search by member surname or an Organisation by name.

Search member by surname... Search organisation by name...

The recipient's profile will appear. You now have three options (corresponding to the three buttons, top right):

- continue to search;
- view the individual's scorecard, to see what other endorsements and credits they have received;
- leave your own endorsement.

SERVICE MANAGEMENT FRAMEWORK

Home About PSMF How it works Scorecards FAQ's Contact ITSMF UK Main site

MEMBER PROFILE

Mr Tim Testman

Credits: 5
Endorsements: 1

PSMF Linked Organisations
iSMF UK >

Associated Organisations

Email: tim.testman2@itsmf.co.uk
Tel: 01180188520
Years in management: 5

Organisation: ITSMF UK
Job Role: Change Manager

Member Since: 03/03/2017
Member Ref: psmi03
Verified Partner: No

Bio

A service management all-rounder with experience in change, release, and problem management.

THE SCORECARD

The scorecard summarises all the **endorsements** and **credits** awarded to the recipient. Anyone can leave an endorsement; it's an indication that the recipient has met or exceeded a particular goal,

developed a new competency, or succeeded in some other respect relevant to their work or broader life skills. Endorsements are awarded at one of two levels – associate and professional.

Endorsements awarded by a **Verified Partner** will automatically be converted to credits towards a digital badge. The number of endorsements and credits at each level are shown in the two columns on the right hand side.



If you achieve four or more credits at associate or professional level in one of the six categories, you will receive a **digital badge** in that category. In the example below, the scorecard holder has four professional-level badges in the 'Your organisation and marketplace' category, and the corresponding badge has lit up at the bottom of the screen.

Digital badges can be used in email signatures or personal profiles to demonstrate outstanding competence within the Framework.

LEAVING AN ENDORSEMENT

As mentioned above, endorsements are easy to compose and can be used to acknowledge a broad range of skills and achievements.

Leave Endorsement

Submit an endorsement for Mr Tim Testman

If you are a non member, please complete the form below
If you are a member, please login and this endorsement will be added to your profile.

Enter your name

Enter your Job title

Choose [] [] Choose Level []

Endorsement

Endorsement you wish to submit

Submit endorsement

If you (as the endorser) are not registered on the PSMF Global system, you need to provide your name and job title.

Select the category (your organisation and marketplace; IT/technical knowledge; core ITSM; interpersonal/relationship; self-management and leadership; general business and management) to which the endorsement relates.

Then, in the second column, select from the seven competencies within that category.

In the third column, decide whether you feel the endorsement should be awarded at the more basic Associate level or the more advanced Professional level. To help you with this selection, you can check out the corresponding Capability Model by clicking on the competency at www.itsmf.co.uk/resource/resmgr/PSMF/PSMF_Interactive.pdf.

Once you have made your selection, type or paste your endorsement into the large box. An endorsement can be of any length, but we would recommend no more than 150-200 words.

Endorsements will be automatically added to the individual's scorecard, and also linked to the endorser's profile (if the endorser is registered on PSMF Global). All endorsements are reviewed, and those submitted by Verified Partners will be converted to credits.

COME BACK AGAIN!

Once you have used PSMF Global to set up your profile or leave an endorsement, you can visit it regularly, encourage others to endorse you, and look for opportunities to highlight the achievements

of colleagues and friends by leaving endorsements for them. Explore new areas within the Framework, and consider how you can develop your skills in less familiar areas.

PSMF Global is all about developing new competencies: make sure you use it to the full.

For further information, please visit www.itsmf.co.uk/psmf or email psmf@itsmf.co.uk

PSMF notes v4 – 12 April 2017 – Mark Lillycrop