



New series of ITIL® and ITSM webinars announced from IT Governance Ltd

/EINPresswire.com/ [IT Governance](#), the IT governance, risk management and compliance experts have announced their forthcoming series of webinars on ITIL and IT Service Management (ITSM) topics.

IT Governance has secured world-renowned presenters to host the webinars, including David Cannon (author of [ITIL 2011 Service Strategy](#)) and Suzanne Van Hove (accredited ITSM tutor).

Spanning four weeks, these webinars will address key ITSM issues that many professionals face, offering useful help, tips and guidance.

The first webinar begins on Thursday 24th January 2013 at 16:00 GMT, where Suzanne Van Hove takes you through the foundations of ITSM and ITIL, offering expert guidance in passing the ITIL Foundation Exam.

Malcolm Fry then follows on Wednesday 30th January 2013 at 16:00 GMT, discussing full or partial ITIL implementation and how best to incorporate ITIL in your service desk for the smaller business.

IT Governance are then joined by Ted Gaughan and Kurt McWhirter (authors of The Definitive Guide to [IT Service Metrics](#)) on Thursday 7th February 2013 at 16:00 GMT who will discuss the importance of metrics in the service desk department.

The webinar series concludes with David Cannon discussing ITIL's changing landscape throughout the years 2007-2011 and what the future holds. This webinar takes place on Thursday 14th February 2013.

Registrations are now open: www.itgovernance.co.uk/webinars.aspx.

This press release can be viewed online at: <https://www.einpresswire.com/article/131193680>

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