



# itSMF chapter co-publish their first range of books

*For the first time ever, itSMF USA have co-published a series of IT Service Management books with IT Governance Publishing.*

HOUSTON, TEXAS, USA, August 15, 2013 /EINPresswire.com/ -- For the first time ever, itSMF USA have co-published a series of IT Service Management books with IT Governance Publishing. Known as the [Thought Leadership Series](#), this bundle delivers up-to-date advice from highly experienced ITSM practitioners such as Suzanne Van Hove, Ted Gaughan, Kurt McWhirter and Timothy Rogers.

Approached by IT Governance Publishing a year ago, itSMF USA were delighted to be on board and contribute to the IT service management titles.

The three books in the series ([It's All About Relationships](#) – What ITIL Doesn't Tell You, The Definitive Guide to IT Service Metrics and [Ten Steps to ITSM Success](#)) contain fresh and authoritative advice to help professionals throughout all areas of IT service management. Understanding the relationships between ITIL processes, improving the metrics at service desks and practical advice on implementing ITSM best practices to reach business objectives are featured heavily in this series.

Since the series was published in July 2013, IT Governance (bookstore partners) have received positive feedback from fellow itSMF members:

"Suzanne's and Kathy's knowledge and attention to detail shine through in the very high quality of this publication." Dwight Kayto PMP, ITSM Fellow, ITIL Expert

"Working with the book helped me tremendously as I was putting together my CSI data for our business units. The book is very comprehensive and detailed but has thorough explanations so as not to be overwhelming." George Nawara, Global Process Design Architect, Wolters Kluwer

"From my own experience in recent years, this is an excellent source of information and wisdom for anyone who is now, or will soon be starting an effort to build an ITSM program or Service Management Office (SMO)."

5★ Amazon.com review

View more information about the Thought Leadership Series here: <http://www.itsmfusa-online-store.com/p-835-thought-leadership-series.aspx>

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