



# Second edition of 'Practical IT Service Management - A Concise Guide for Busy Executives' released

*IT Governance, provider of IT service management, ITIL® and ISO 20000 resources, has released the second edition of Practical IT Service Management*

ELY, UK, February 26, 2014 /EINPresswire.com/ -- IT Governance, the single source provider of IT service management, ITIL® and ISO 20000 resources, has released the second edition of the popular book, [Practical IT Service Management](#) published by IT Governance Publishing (ITGP).

Ideal as a first book on IT service management, Practical IT Service Management, Second Edition takes a friendly approach and explains how to set up a technical service management structure, using the best practice framework established by the latest version of the IT Infrastructure Library (ITIL®2011).

Practical IT Service Management explains how to set up an IT service management (ITSM) system that will help you:

- Meet customer deadlines and expectations
- Safeguard vital information and aid recovery from IT setbacks
- Simplify routine maintenance issues, ensuring that they are resolved quickly, minimising delays and improving productivity

The author explains, "Practical IT Service Management illustrates the fundamentals of ITIL 2011 and its implementation in an easy, self-study approach for all technical and business staff in your organisation. The entire book is written in a question and answer format for easy comprehension and speedy reading. Each chapter covers just one specific area of ITIL, and each topic is explained concisely, with very few answers extending beyond one page."

This makes Practical IT Service Management an ideal introduction to IT service management and ITIL 2011.

Practical IT Service Management, Second Edition is available directly from IT Governance in multiple formats (including Paperback, Adobe eBook, Kindle and ePub) from:

[www.itgovernance.co.uk/shop/p-1036.aspx](http://www.itgovernance.co.uk/shop/p-1036.aspx) (UK) for £29.95, [www.itgovernanceusa.com/shop/p-1036.aspx](http://www.itgovernanceusa.com/shop/p-1036.aspx) (US) for \$45.95 and [www.itgovernance.eu/p-589.aspx](http://www.itgovernance.eu/p-589.aspx) (EU) for €34,95.

Desislava Aleksandrova  
IT Governance Ltd  
00448450701750  
email us here

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