

IT Governance releases a new book for service managers, titled Pragmatic Application of Service Management

IT Governance has released Pragmatic Application of Service Management: The Five Anchor Approach published by IT Governance Publishing.

ELY, UK, March 18, 2014 /EINPresswire.com/ -- IT Governance, the leading provider of ITIL[®], ISO 20000 and IT service management products and services, has released Pragmatic Application of Service Management: The Five Anchor Approach published by IT Governance Publishing.

With the growing adoption of ITIL[®] as a framework for IT Service Management (ITSM), a number of organisations have realised that this approach is sometimes not enough on its own. As a result, service managers are looking for ways to enhance their ITIL-based ITSM without having to throw it away and start again.

Written by service management gurus Dr Suzanne D. Van Hove and Mark Thomas, Pragmatic Application of Service Management helps service managers to enhance their service management systems by showing how to adopt best practice from the leading frameworks and methodologies: COBIT[®]5, ISO/IEC 20000 and ITIL.

Suzanne, recent winner of the itSMF USA Lifetime Achievement Award, explains. "Trends in service management at the moment include a massive growth in the adoption of ISO20000, and there is a growing feeling within the service management community that ITIL is not a single solution and that by adopting best practice from a range of sources, it is possible to create a better ITSM system. In Pragmatic Application of Service Management, we explain how to combine best practice from ITIL, ISO20000 and COBIT[®]5 to provide a robust business-driven enterprise philosophy for service delivery."

Pragmatic Application of Service Management is available from IT Governance in multiple formats (including Paperback, Adobe eBook, Kindle and ePub) from:

www.itgovernance.co.uk/shop/p-1510.aspx (UK) for £19.95, www.itgovernanceusa.com/shop/p-1390.aspx (US) for \$29.95 and www.itgovernance.eu/p-1042.aspx (EU) for €22,95

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