IT Governance publishes the first book to cover ITIL® and COBIT® ITSM

IT Governance USA is now selling Pragmatic Application of Service Management - the first book to provide guidance on creating integrated IT service management.

BOISE, IDAHO, USA, June 5, 2014 /EINPresswire.com/ -- IT Governance USA, America's leading provider of IT governance, risk management and compliance books, standards, toolkits, and training is now selling Pragmatic Application of Service Management - the first book in the world to provide guidance on creating integrated IT service management (ITSM) based on the three leading service management approaches: ITIL®, ISO/IEC 20000, and COBIT® 5.

Written by service management gurus Suzanne D. Van Hove and Mark Thomas, Pragmatic Application of Service Management is ideal for service managers, consultants, auditors, and anyone who is considering adopting, adapting, or merging COBIT® 5, ISO20000, and ITIL®. It applies a unique 'Five Anchor Approach' to demonstrate how the improvement aspects of the three ITSM approaches can help identify and deal with common problems faced by today's organizations.

This new book also provides a unique mapping to assist service management practitioners in their information gathering. This practical book presents a holistic view of the ITIL®, COBIT®, and ISO/IEC 20000 and enables service managers to immediately adapt and deploy the guidance, quickly improving their ITSM function.

Pragmatic Application of Service Management is available to purchase from IT Governance USA in softcover, Kindle, ebook, and ePub formats. Find out more: www.itgovernanceusa.com/shop/p-1390.aspx

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