

IT Governance Publishing issues a framework for professional development using service management principles

ELY, UK, September 29, 2014 /EINPresswire.com/ -- Taking the first step into management can be daunting and is often unpredictable, unstructured and stressful. There is plenty of advice available for new managers, but not all of it is good. To help new managers overcome these challenges and develop their skills, [IT Governance Publishing](#) (ITGP) and itSMF USA have co-published a new book in the [Thought Leadership series](#).

Written by Roger K Williams, [Managing in a Service-Focused World](#) gives new managers a framework for professional development based on the established principles of service management. It presents management as a service that can be judged on the needs of the key stakeholders: the managers themselves, their staff, their directors and their customers.

The book lets you quickly appreciate and apply the ideas in a way that engages staff at all levels and gives tangible benefits to all stakeholders. It takes its examples from IT service management, but the clear, direct style means that managers in any industry can understand and implement the ideas.

Alan Calder, founder and executive chairman of IT Governance Ltd, the parent company of ITGP, explains, "When most people begin their management career, they are thrown in at the deep end with little practical help. Usually, they do not even have a clear career path in mind. Becoming a manager will always be challenging, but with guidance, planning and forethought, and the careful application of the service management principles in this book, the transition can be less painful, more effective and give better long term results.

"Roger's book gives a fresh perspective on what it takes to be a good manager and it's a lesson that those new to management will benefit from the most. But all managers can learn something from the idea that management is fundamentally a service, and that everyone you work with closely is a stakeholder who has a vested interest in developing your management skills."

After reading the book, Dave Jones of Pink Elephant was enthusiastic, saying, "I have seen it on other books, read it in critics reviews 'A real page turner, I could not put it down'. I am glad to say that is how I felt about this book. Worth every penny you spend on it."

[Managing in a Service Focused World: I, team, stewards, and marketplace](#) is available now from good booksellers, or directly from IT Governance in multiple formats (including Paperback, Adobe eBook, Kindle and ePub) from:

www.itgovernance.co.uk/shop/p-1652.aspx (UK) for £29.95, www.itgovernanceusa.com/shop/p-1442.aspx (US) for \$35.00 and www.itgovernance.eu/p-1090.aspx (EU) for €34,95.

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NOTES TO EDITORS:

IT Governance Ltd is a leading authority on cyber security and IT governance for business and the public sector. IT Governance is 'non-geek', approaching IT issues from a non-technology viewpoint and talking to management in its own language. The company's customer base spans Europe, the Americas, the Middle East, South Africa and Asia. More information is available at: www.itgovernance.co.uk.

Part of IT Governance Ltd., IT Governance Publishing is the world's leading IT-GRC publisher, with books and tools covering all IT governance, risk and compliance frameworks. Formed in 2005, the initial success of the ITGP product range was based on CEO Alan Calder's popular and successful books on information security and IT governance.

The itSMF USA, a chapter of itSMF International, is the independent professional organization and forum for IT Service Management professionals in the US. A not-for-profit organization, itSMF USA is a prominent player in the on-going development and promotion of IT Service Management (ITSM) best practices, standards and qualifications in the United States. This network of industry professionals, white papers, webinars, podcasts, conferences and other resources creates an opportunity for you and your organization to connect, learn and grow.

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