New addition to the IT Governance catalogue: Pragmatic Application of Service Management, second edition

ELY, CAMBRIDGESHIRE, UNITED KINGDOM, January 12, 2017 /EINPresswire.com/ -- The international information security experts IT Governance have added a new title to their catalogue: the fully revised second edition of Pragmatic Application of Service Management – The Five Anchor Approach by Suzanne D. Van Hove and Mark Thomas.

Implementing a practical ITSM framework that complies with ISO 20000 is not simple.

ITIL®'s popularity as an ITSM framework continues to increase, but its approach is sometimes not enough on its own. With the likes of COBIT® 5 and CMMI-SVC to consider as well, it can be difficult to work out how to produce a robust enterprise philosophy for service delivery.

Pragmatic Application of Service Management – The Five Anchor Approach provides guidance on merging those frameworks.

New second edition

Completely updated by service management gurus Suzanne D. Van Hove and Mark Thomas, the second edition of Pragmatic Application of Service Management – The Five Anchor Approach provides comprehensive guidance on creating an integrated system based on COBIT® 5, ISO 20000, ITIL and CMMI-SVC.

This practical book enables service managers to immediately adapt and deploy the guidance, and quickly improve their ITSM function.

Pragmatic Application of Service Management now features a short chapter on applying the five anchor approach to service management framework integration in very small enterprises, and contains four new 'caselets' (short case studies).

Packed with instructive illustrations and tables, this book is ideal for anyone who is considering adopting, adapting or merging COBIT 5, ISO/IEC 20000, ITIL and CMMI-SVC.

Pragmatic Application of Service Management – The Five Anchor Approach is available from IT Governance in softcover, Adobe eBook and ePub formats:

https://www.itgovernance.co.uk/shop/product/pragmatic-application-of-service-management-second-edition (UK)

https://www.itgovernanceusa.com/shop/product/pragmatic-application-of-service-management-second-edition (USA)

https://www.itgovernance.eu/shop/product/pragmatic-application-of-service-management-second-edition (EU)

https://www.itgovernance.asia/shop/product/pragmatic-application-of-service-management-second-edition (APAC)

http://www.itgovernancesa.co.za/p-964-pragmatic-application-of-service-management-second-edition.aspx (Southern Africa)

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