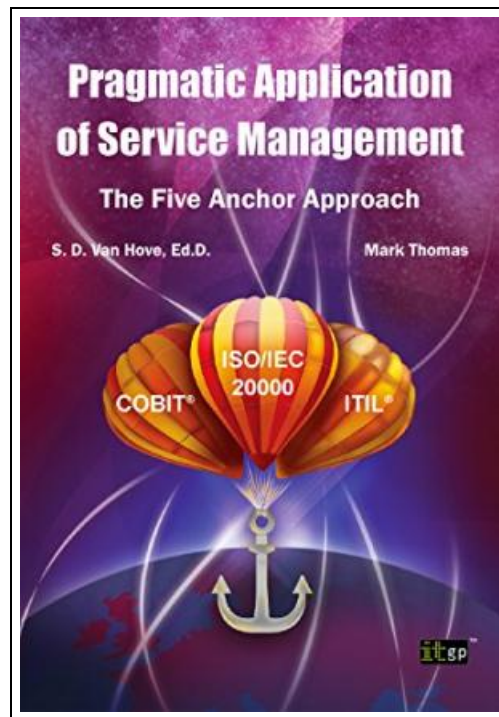


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PRAGMATIC APPLICATION OF SERVICE MANAGEMENT: THE FIVE ANCHOR APPROACH (PAPERBACK)



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IT Governance Publishing, United Kingdom, 2014. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Learn how to develop enhanced IT Service Management through integrated management frameworks. With the increasing popularity of ITIL(R) as a framework for IT Service Management (ITSM), a number of organizations have realized 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. Many are already working towards compliance with ISO/IEC 20000 - the International Standard for IT Service Management. With the recent release of COBIT(R)5, service management practitioners have even more options. However, until now, there has been little guidance on how to merge these frameworks, standards and methodologies to develop best practice across the ITSM function and produce a robust enterprise philosophy for service delivery. Written by service management gurus Suzanne D. Van Hove and Mark Thomas, this is the first book to provide guidance on creating an integrated system based on the three leading service management approaches: COBIT(R)5, ISO/IEC 20000 and ITIL and, to provide a unique mapping to assist service management practitioners in their information gathering. This practical book presents a holistic view of the three and enables service managers to immediately adapt and deploy the guidance, quickly improving their ITSM function. Packed with instructive illustrations and helpful tables, this book is ideal for service managers, consultants, auditors and anyone who is considering adopting, adapting or merging COBIT(R)5, ISO/IEC 20000 and ITIL. Through mini case studies, the authors apply their unique Five Anchor Approach to demonstrate how the improvement aspects of COBIT(R)5, ISO/IEC 20000 and ITIL can help identify and deal with common problems faced by today's organizations. Read this book to learn how...



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