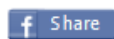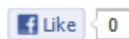# IT Governance Publishing and itSMF USA Launch 'Thought Leadership' Book Series

Saturday, September 1, 2012 2:01

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IT Governance Publishing, the specialist publishing arm of IT Governance, is partnering with Information Technology Service Management Forum (itSMF) USA on a new series of books called 'Thought Leadership'. The first book in the series – The Definitive Guide To IT Service Metrics – is being launched today.

Ely, England (PRWEB) September 01, 2012

IT Governance Publishing, the specialist publishing arm of IT Governance (http://www.itgovernanceusa.com/), is partnering with Information Technology Service Management Forum (itSMF) USA (http://www.itsmfusa.org/) on a new series of books called 'Thought Leadership'.

The first book in the series – The Definitive Guide To IT Service Metrics (http://www.itgovernanceusa.com/product/431.aspx) – is being launched today.

Alan Calder, Chief Executive of IT Governance, says: 'This new co-published series of 'Thought Leadership' books will improve the global ITSM best practice knowledge base.'

Doug Tedder, President of itSMF USA, adds: 'IT Governance already manages our official bookstore (http://www.itsmfusa-online-store.com/) with great success. As we were planning the 'Thought Leadership' series, expanding on our relationship with IT Governance seemed a natural evolution.'

Assessing The Definitive Guide To IT Service Metrics, Calder continues: 'Metrics are an invaluable tool for measuring the effectiveness of IT service provision, so we are delighted to launch the series with this book. The Definitive Guide To IT Service Metrics explains everything from management and measurement to implementation, so businesses can be certain the IT services they offer add real value. Metrics enable businesses to ensure the economical use of resources, identify areas for improvement and plan productive expenditure. Furthermore, intelligent use of metrics can inform the decision-making process and drive change in an organisation.'

The Definitive Guide To IT Service Metrics, written by Kurt McWhirter and Ted Gaughan, is aimed at all levels of ITSM practitioner globally, from students of the IT Infrastructure Library (ITIL®) to expert professionals.

Officially launched on August 30, details of how to order The Definitive Guide To IT Service Metrics now, priced at $49.95 in softcover and eBook format, can be found at: http://www.itgovernanceusa.com/product/431.aspx.

Ends -

NOTES TO EDITORS:

IT Governance Ltd is the single-source provider for books, tools, training and consultancy for governance, risk management and compliance. The company is a leading authority on data security and IT governance for business and the public sector. IT Governance is 'non-geek', approaching IT issues from a non-technology background and talking to management in its own language. The company's customer base spans Europe, the Americas, the Middle East and Asia. More information is available at: http://www.itgovernanceusa.com.

itSMF USA, founded in 1997, connects IT industry leaders with technology and expertise to help them learn about leading-edge IT service management (ITSM) concepts. The growing non-profit membership organisation is dedicated to the advancement of ITSM best practices and standards in the provisioning and management of IT services through knowledge-sharing, educational and networking opportunities. itSMF USA is headquartered in Glendora, California, and has Local Interest Groups serving over 35 cities and regions nationwide. itSMF USA is affiliated with itSMF International.

Kurt McWhirter has more than 30 years' experience in IT strategic planning, operations management, and enterprise process design and implementation. He is a recognised authority on using the ITIL framework to focus on business requirements that deliver high-quality solutions to customers.

Ted Gaughan has more than 25 years' experience in business/technical strategic development, programme/project management, and IT engineering and operations management. He has managed numerous large enterprise IT project portfolios, applying ITIL-based processes to maximise the utility of delivered results.