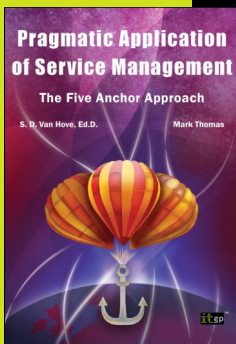
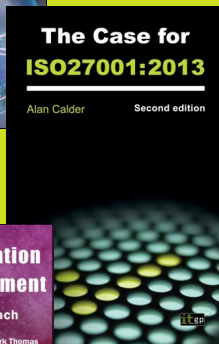
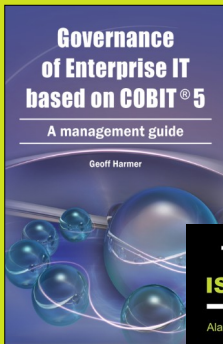


# IT Governance Publishing Catalogue

2014

(v2014-1)

Books | eBooks | Pocket Guides | Toolkits



**Information Security**

**IT Governance**

**Risk Management**

**Cyber Security**

**ITIL® /ITSM**

**Business Continuity**

**Soft Skills**

And more ...



# IT Governance Publishing Catalogue

## Welcome

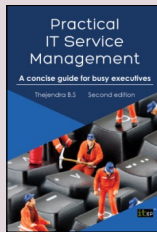
This catalogue features a range of books, pocket guides and toolkits which cover topics including information security, standards compliance, business continuity, cyber security and change management. The titles are written by real-world, expert practitioners, providing readers with essential guidance and knowledge of best practice approaches. If you are looking for guidance on any aspect of IT governance, risk or compliance, this is the right place to start.

**Alan Calder**, Founder and Executive Chairman, IT Governance Publishing

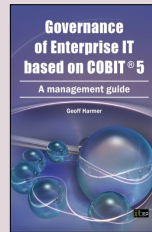
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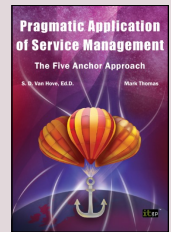
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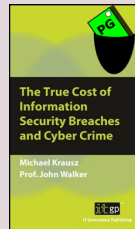
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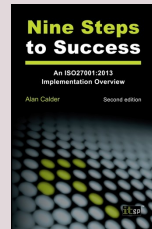
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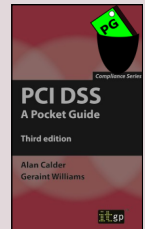
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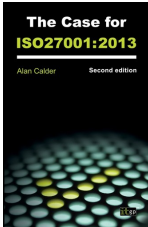


All books available as eBooks



Titles with this symbol are a handy pocket-sized 165 x 95mm.

**ISO27001 is the International Standard for Information Security Management Systems, often shorted to 'ISMS'. An ISMS is a systematic approach to managing confidential or sensitive corporate information so that it remains secure.**



### **The Case for ISO27001:2013**

Second Edition

**Alan Calder**

This friendly guide, updated to reflect ISO27001:2013, presents the compelling business case for implementing ISO27001 in order to protect your information assets. This makes it ideal reading for anyone unfamiliar with the many benefits of the standard, and as a supporting document for an ISO27001 project proposal.

9781849285308 | £24.95 | Paperback | 2013 | 110pp [www.itgovernance.co.uk/shop/p-1158.aspx](http://www.itgovernance.co.uk/shop/p-1158.aspx)

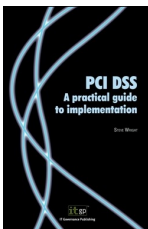


### **Application Security in the ISO27001 Environment**

**Vinod Vasudevan et al**

This book demonstrates how to secure software applications, such as the Microsoft® Office® suite, SAP, Lotus Notes, Adobe® applications, SAGE, Skype and many others, using ISO/IEC 27001. It does this in the context of a wider roll out of an Information Security Management System (ISMS) that conforms to ISO/IEC 27001.

9781905356355 | £29.95 | Paperback | 2008 | 224pp [www.itgovernance.co.uk/shop/p-361.aspx](http://www.itgovernance.co.uk/shop/p-361.aspx)



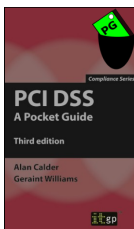
### **PCI DSS: A practical guide to implementing and maintaining compliance**

Third edition

**Steve Wright**

The Payment Card Industry Data Security Standard (PCI DSS) must be met by all organisations that transmit, process or store payment card data. This book is your route-map to achieving compliance with the PCI DSS. It includes guidance based on real-life scenarios to help you ensure your compliance programme is sustainable .

9781849281867 | £29.95 | Paperback | 2011 | 264pp [www.itgovernance.co.uk/shop/p-1016.aspx](http://www.itgovernance.co.uk/shop/p-1016.aspx)



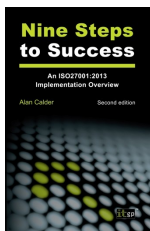
### **PCI DSS: A Pocket Guide**

Third edition

**Alan Calder and Geraint Williams**

Co-written by a PCI QSA (Qualified Security Assessor) and updated to also cover PCI DSS version 3.0, this handy pocket guide provides all the information you need to consider as you approach the PCI DSS. It is also an ideal training resource for anyone in your organisation who deals with payment card processing.

9781849285544 | £9.95 | Paperback | 2014 | 70pp [www.itgovernance.co.uk/shop/p-1010.aspx](http://www.itgovernance.co.uk/shop/p-1010.aspx)



### **Nine Steps to Success: An ISO27001:2013 Implementation Overview**

Second Edition

**Alan Calder**

Completely up to date with ISO27001:2013, this is the new edition of the original no-nonsense guide to successful ISO27001 certification. Ideal for anyone tackling ISO27001 for the first time, *Nine Steps to Success* outlines the nine essential steps to an effective Information Security Management System (ISMS) implementation.

9781849285100 | £24.95 | Paperback | 2013 | 104pp [www.itgovernance.co.uk/shop/p-963.aspx](http://www.itgovernance.co.uk/shop/p-963.aspx)



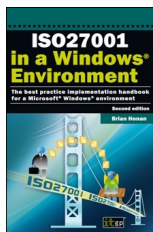
### **ISO27001/ISO27002 A Pocket Guide**

Second Edition

**Alan Calder**

Information security means much more than a technology solution, and requires buy-in from senior managers and the collaboration of all staff in the organisation. For this reason, ISO27001 is not a one-size-fits-all solution, nor is it designed to be a static, fixed entity. By looking at ISO27001 and ISO27002 together, this pocket guide gives a wider view of what it means to implement an ISO27001 ISMS.

9781849285223 | £9.95 | Paperback | 2013 | 86pp [www.itgovernance.co.uk/shop/p-720.aspx](http://www.itgovernance.co.uk/shop/p-720.aspx)



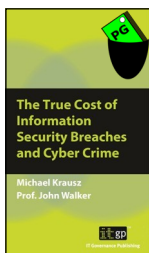
### **ISO27001 in a Windows® Environment**

Second edition

**Brian Honan**

This book provides a step-by-step guide to implementing ISO27001 in a Microsoft® Windows® environment. It fills a major hole in the guidance literature for ISO27001 and helps project managers and IT and security staff get to grips with what controls are appropriate to mitigate identified risks.

9781849280495 | £39.95 | Paperback | 2010 | 322pp [www.itgovernance.co.uk/shop/p-718.aspx](http://www.itgovernance.co.uk/shop/p-718.aspx)

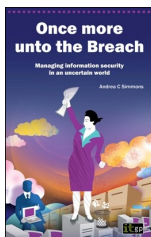


### **The True Cost of Information Security Breaches and Cyber Crime**

**Michael Krausz and Prof. John Walker**

This pocket guide uses case studies to illustrate the possible breach scenarios that an organisation can face. It sets out a sensible, realistic assessment of the actual costs of a data or information breach and explains how managers can determine the business damage caused.

9781849284950 | £9.95 | Paperback | 2013 | 82pp [www.itgovernance.co.uk/shop/p-1338.aspx](http://www.itgovernance.co.uk/shop/p-1338.aspx)

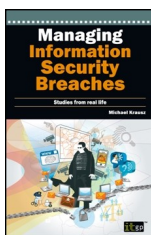


### **Once More unto the Breach: Managing Information Security in an Uncertain World**

**Andrea C Simmons**

In *Once more unto the Breach*, Andrea C Simmons speaks directly to information security managers and provides an insider's view of the role, offering vital insights from her extensive experience and knowledge. Based on a typical year in the life of an information security manager, the book examines how the general principles of information security can be applied to all situations and discusses the lessons learned from a real project.

9781849283885 | £29.95 | Paperback | 2012 | 246pp [www.itgovernance.co.uk/shop/p-985.aspx](http://www.itgovernance.co.uk/shop/p-985.aspx)

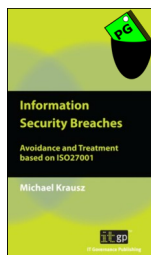


### **Managing Information Security Breaches: Studies from real life**

**Michael Krausz**

The actions you take in response to a data breach can have a significant impact on your company's future. In this book, Michael Krausz explains what your top priorities should be the moment you realise a breach has occurred. He provides a general discussion about what information security breaches are, how they can be treated and how ISO27001 can help.

9781849280945 | £24.95 | Paperback | 2010 | 196pp [www.itgovernance.co.uk/shop/p-923.aspx](http://www.itgovernance.co.uk/shop/p-923.aspx)

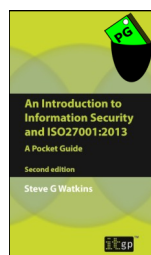


### **Information Security Breaches: Avoidance and treatment based on ISO27001**

**Michael Krausz**

If a breach occurs, the evidence needs to be secured professionally. You need to know the rules on evidence gathering, and you need to be able to isolate the suspect devices right from the start. This pocket guide tells you what you have to do if a security breach occurs, detailing the plans and procedures you need to put in place. In particular, it gives clear guidance on how to treat an information security breach in accordance with ISO27001.

9781849280273 | £9.95 | Paperback | 2009 | 60pp [www.itgovernance.co.uk/shop/p-601.aspx](http://www.itgovernance.co.uk/shop/p-601.aspx)



### **An Introduction to Information Security and ISO27001:2013, A Pocket Guide**

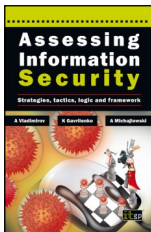
**Second Edition**

**Steve G Watkins**

The ideal primer for anyone implementing an Information Security Management System. Written by an acknowledged expert on the ISO27001 Standard, this pocket guide is the ideal resource for anyone wanting a clear, concise and easy-to-read introduction to information security. It will ensure the systems you put in place are effective, reliable and auditable. Now updated to cover ISO27001:2013.

9781849285261 | £9.95 | Paperback | 2013 | 56pp [www.itgovernance.co.uk/shop/p-357.aspx](http://www.itgovernance.co.uk/shop/p-357.aspx)

## Information Security & ISO27001

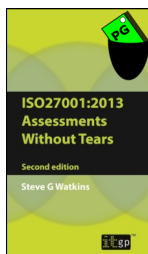


### **Assessing Information Security: Strategies, tactics, logic and frameworks**

**Andrew Vladimirov, Konstantin Gavrilenko and Andriej Michajlowski**

This book gives you the founding principles around information security assessments and explains why they are important, helping you to protect your business information, spend money wisely and prepare to fight back against malicious attacks.

9781849280358 | £39.95 | Paperback | 2010 | 412pp [www.itgovernance.co.uk/shop/p-363.aspx](http://www.itgovernance.co.uk/shop/p-363.aspx)



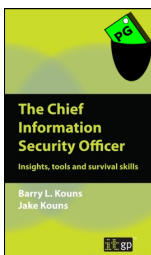
### **ISO27001:2013 Assessments Without Tears**

**Second Edition**

**Steve Watkins**

This pocket guide explains what an ISO 27001 assessment is, why organisations bother with them, and what individual staff should do and, perhaps as importantly, not do if an auditor chooses to question them. Now covers ISO27001:2013.

9781849285346 | £5.95 | Paperback | 2013 | 36pp [www.itgovernance.co.uk/shop/p-624.aspx](http://www.itgovernance.co.uk/shop/p-624.aspx)

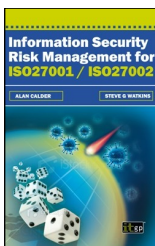


### **The Chief Information Security Officer: Insights, tools and survival skills**

**Barry L. Kouns and Jake Kouns**

This guide describes the hard and soft skills that a successful CISO requires. Emphasising the importance of a suitable Information Security Management System (ISMS) and the risk management methodology that should be at its heart, it explains the changing goals of the information security department.

9781849281829 | £9.95 | Paperback | 2011 | 74pp [www.itgovernance.co.uk/shop/p-1159.aspx](http://www.itgovernance.co.uk/shop/p-1159.aspx)

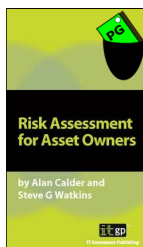


### **Information Security Risk Management for ISO27001/ ISO27002**

**Alan Calder and Steve Watkins**

This book provides information security and risk management teams with detailed, practical guidance on how to develop and implement a risk assessment in line with the requirements of ISO27001. Drawing on international best practice, the authors cover key topics such as risk scales, threats and vulnerabilities, selection of controls, roles and responsibilities, and includes advice on choosing risk assessment software.

9781849280433 | £29.95 | Paperback | 2010 | 198pp [www.itgovernance.co.uk/shop/p-607.aspx](http://www.itgovernance.co.uk/shop/p-607.aspx)

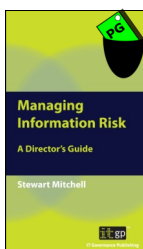


### **Risk Assessment for Asset Owners**

**Alan Calder and Steve Watkins**

Risk assessment is at the heart of risk management, and the two together form the core competences of information security management. This title is a guide to the ISO27001 risk assessment, designed to assist asset owners and others who are working within an ISO27001/ISO17799 framework to deliver a qualitative risk assessment. It conforms with the guidance provided in BS7799-3:2006 and NIST SP 800-30.

9781905356263 | £9.95 | Paperback | 2007 | 52pp [www.itgovernance.co.uk/shop/p-1084.aspx](http://www.itgovernance.co.uk/shop/p-1084.aspx)

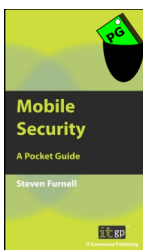


### **Managing Information Risk: A Director's Guide**

**Stewart Mitchell**

Addressing the scope of risks involved in a modern IT system, this pocket guide outlines strategies for working through the process of putting risk management at the heart of your corporate culture. Since no two companies are the same, this pocket guide should not be taken as a step-by-step guide, but should provide decision makers with a solid overview of the factors they need to consider and a framework for implementing a regime that suits their needs.

9781849280181 | £9.95 | Paperback | 2009 | 64pp [www.itgovernance.co.uk/shop/p-922.aspx](http://www.itgovernance.co.uk/shop/p-922.aspx)

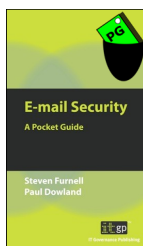


### **Mobile Security: A Pocket Guide**

**Steven Furnell**

This pocket guide raises awareness of the threats to mobile devices, users and data, and gives advice on how to address the problems. The recommendations it contains are designed to enable your organisation to enjoy the benefits of mobile phones and personal digital assistants (PDAs) without sacrificing the ability to operate as safely and securely as possible — it is particularly relevant to those wanting guidance on why protection is required, and what should be done to achieve it.

9781849280204 | £9.95 | Paperback | 2009 | 82pp [www.itgovernance.co.uk/shop/p-941.aspx](http://www.itgovernance.co.uk/shop/p-941.aspx)

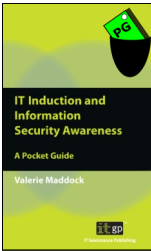


### **E-mail Security: A Pocket Guide**

**Steven Furnell and Paul Dowland**

Providing a concise reference to the main security issues affecting those that deploy and use e-mail to support their organisations, this pocket guide considers e-mail in terms of its significance in a business context. It focuses upon why effective security policy and safeguards are crucial in ensuring the viability of business operations.

9781849280969 | £9.95 | Paperback | 2010 | 108pp [www.itgovernance.co.uk/shop/p-540.aspx](http://www.itgovernance.co.uk/shop/p-540.aspx)



### **IT Induction and Information Security Awareness: A Pocket Guide**

**Valerie Maddock**

This pocket guide offers practical advice on how to develop an IT Induction programme for your staff that can help safeguard your business information. By providing your employees with simple instruction in good IT working practices, and by making sure they know what is expected of them, you can strengthen your company's information security and reduce the risk that your data will be stolen or lost.

9781849280334 | £9.95 | Paperback | 2010 | 52pp | [www.itgovernance.co.uk/shop/p-775.aspx](http://www.itgovernance.co.uk/shop/p-775.aspx)



### **Security: The Human Factor**

**Paul Kearney**

Based on the approach used by BT to protect its own data, this guide looks at the challenges associated with information security, the consequences of failing to meet them and – most importantly – at the steps organisations can take to make themselves and their information more secure.

9781849280631 | £9.95 | Paperback | 2010 | 54pp | [www.itgovernance.co.uk/shop/p-1110.aspx](http://www.itgovernance.co.uk/shop/p-1110.aspx)



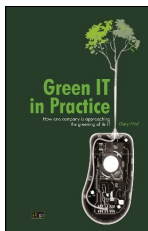
### **How to Survive a Data Breach: A Pocket Guide**

**Stewart Mitchell**

A data breach can be a crushing blow to customer and staff confidence in your organisation. It can also seriously damage your reputation and brand value, and the career prospects of the staff involved. This pocket guide provides a loose blueprint to ensure that you know what steps you must take to rectify the situation, which authorities you need to inform and how to put measures in place to make sure the embarrassment of a data breach never darkens your door again.

9781905356966 | £9.95 | Paperback | 2009 | 50pp | [www.itgovernance.co.uk/shop/p-581.aspx](http://www.itgovernance.co.uk/shop/p-581.aspx)





## Green IT in Practice

Second edition

**Gary Hird**

This practical book helps managers navigate through the mass of information surrounding green IT. Focusing on the experience of implementing the John Lewis Partnership's green IT programme, it contains a host of valuable ideas for establishing and formalising your own green IT initiative.

9781849280518 | £24.95 | Paperback | 2010 | 128pp [www.itgovernance.co.uk/shop/p-570.aspx](http://www.itgovernance.co.uk/shop/p-570.aspx)

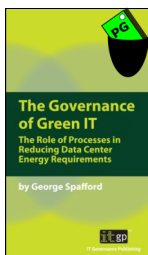


## Compliance for Green IT: A Pocket Guide

**Alan Calder**

This pocket guide provides company directors and executives with a brief guide to the regulatory requirements that are driven by the green agenda. It gives an overview of the key legislative initiatives and environmental standards, including an examination of carbon trading schemes.

9781849280006 | £9.95 | Paperback | 2009 | 76pp [www.itgovernance.co.uk/shop/p-486.aspx](http://www.itgovernance.co.uk/shop/p-486.aspx)

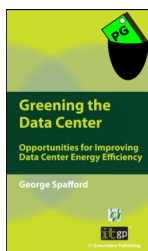


## The Governance of Green IT

**George Spafford**

This guide proposes a green IT process that will enable value creation and protection in the areas of data center power and cooling. If data center power and cooling issues aren't addressed, IT may find itself constrained and unable to add servers or use newer technology in new and revised services that enable the business. *The Governance of Green IT* provides an overview of the necessary governance and management processes to address these risks.

9781905356744 | £9.95 | Paperback | 2008 | 57pp [www.itgovernance.co.uk/shop/p-1173.aspx](http://www.itgovernance.co.uk/shop/p-1173.aspx)



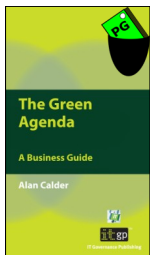
## Greening the Data Center: Opportunities for Improving Data Center Energy Efficiency

**George Spafford**

If you want to green your data centre, you will need a plan. Involving your employees in the process is crucial, and the culture within your organisation will have to change as well. This guide tells you the most important steps you have to take to make your data storage more environmentally friendly. By following the author's expert advice, you can lower your organisation's energy consumption and, therefore, reduce your overheads.

9781849280082 | £9.95 | Paperback | 2009 | 72pp [www.itgovernance.co.uk/shop/p-574.aspx](http://www.itgovernance.co.uk/shop/p-574.aspx)

## Green IT

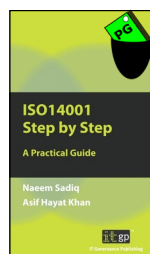


### **The Green Agenda: A Business Guide**

**Alan Calder**

This business guide to green IT was written to introduce, to a business audience, the opposing groups and the key climate change concepts, to provide an overview of a Green IT strategy and to set out a straightforward, bottom-line orientated Green IT action plan. The guide presents a balanced, business-focused assessment of the climate change debate, enabling company directors and executives to appreciate the business benefits of a green IT strategy.

9781905356980 | £9.95 | Paperback | 2009 | 114pp [www.itgovernance.co.uk/shop/p-1174.aspx](http://www.itgovernance.co.uk/shop/p-1174.aspx)



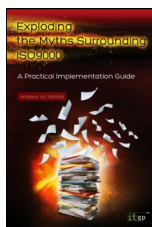
### **ISO14001 Step by Step: A Pocket Guide**

**Naeem Sadiq and Asif Hayat Khan**

This pocket guide helps those who may be lacking in specialist knowledge achieve compliance with the ISO14001 Standard for Environmental Management. The authors, two experienced auditors, are acknowledged experts in the area and have drawn on material from the UK's Environment Agency. The pocket guide will prove invaluable, not only for auditors and trainers, but also for managers across many sectors of industry.

9781849281027 | £9.95 | Paperback | 2011 | 114pp [www.itgovernance.co.uk/shop/p-645.aspx](http://www.itgovernance.co.uk/shop/p-645.aspx)

## Management Systems

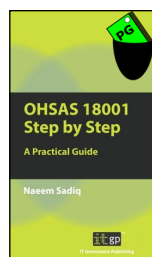


### **Exploding the Myths Surrounding ISO9000**

**Andrew W. Nichols**

In *Exploding the Myths Surrounding ISO9000*, Andrew W Nichols debunks many of the common misconceptions about the standard, and describes the many advantages it brings. Drawing on more than 25 years of hands-on experience, Andy gives clear, practical and up-to-date advice on how to implement ISO9000 to maximum effect.

9781849284714 | £19.95 | Paperback | 2013 | 160pp [www.itgovernance.co.uk/shop/p-1292.aspx](http://www.itgovernance.co.uk/shop/p-1292.aspx)



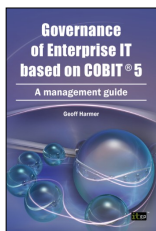
### **OHSAS 18001 Step by Step: A Practical Guide**

**Naeem Sadiq**

This pocket guide takes the complex, and often impenetrable, concepts that surround health and safety and presents them with absolute precision and clarity. *OHSAS 18001: Step by Step* is more than a primer. As well as giving the reader a sound understanding of OHSAS 18001, the pocket guide can be used as a step-by-step manual for anyone tasked with implementing operational health and safety standards in the workplace.

9781849283625 | £9.95 | Paperback | 2012 | 144pp [www.itgovernance.co.uk/shop/p-982.aspx](http://www.itgovernance.co.uk/shop/p-982.aspx)

**Good IT governance ensures your organisation's IT infrastructure supports and enables the achievement of corporate strategies and objectives.**



### **Governance of Enterprise IT based on COBIT®5: A management guide**

**Geoff Harmer**

Written for IT service managers, consultants and other practitioners in IT governance, risk and compliance, this practical book discusses all the key concepts of COBIT®5, and explains how to direct the governance of enterprise IT (GEIT) using the COBIT®5 framework. The book also covers the main frameworks and standards supporting GEIT, discusses the ideas of enterprise and governance, and shows the path from corporate governance to the governance of enterprise IT.

9781849285186 | £24.95 | Paperback | 2014 | 184pp [www.itgovernance.co.uk/shop/p-1509.aspx](http://www.itgovernance.co.uk/shop/p-1509.aspx)

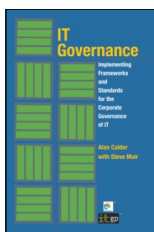


### **Governance and Internal Controls for Cutting Edge IT**

**Karen F Worstall**

This title explains strategies and techniques to guide IT managers as they implement cutting edge solutions for their business needs. Based on practical experience and real-life models, the author covers key principles and processes for the introduction of new technologies, and examines how to establish an appropriate standard of security and control, particularly in the context of the COBIT®5 framework and affiliated standards.

9781849283762 | £24.95 | Paperback | 2013 | 136pp [www.itgovernance.co.uk/shop/p-1288.aspx](http://www.itgovernance.co.uk/shop/p-1288.aspx)



### **IT Governance: Implementing Frameworks and Standards for the Corporate Governance of IT**

**Alan Calder**

Written for managers, executives and IT professionals, this book explains how to meet today's corporate and IT governance requirements. It also gives practical guidance on how board executives and IT professionals can navigate and deploy the numerous IT management and IT governance frameworks and standards — particularly ISO/IEC 38500 — published over the last 10 years.

9781905356904 | £29.95 | Paperback | 2009 | 216pp [www.itgovernance.co.uk/shop/p-774.aspx](http://www.itgovernance.co.uk/shop/p-774.aspx)

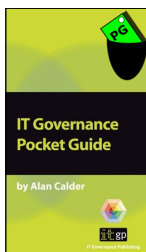


### **IT Governance: Guidelines for Directors**

**Alan Calder**

This classic text cuts through the hype that surrounds IT governance to give clear, pragmatic guidelines for enabling IT and the business to work together to ensure enterprise success in the highly competitive, global information economy. The book links IT governance to today's corporate governance environment and assesses the corporate impact that the convergence of financial, accounting and governance frameworks will have on organisations competing in today's economy.

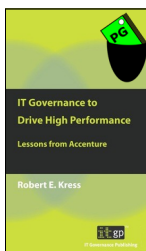
9781905356072 | £39.95 | Hardback | 2005 | 170pp [www.itgovernance.co.uk/shop/p-773.aspx](http://www.itgovernance.co.uk/shop/p-773.aspx)



### **IT Governance Pocket Guide** **Alan Calder**

This pocket guide provides an introduction on how to approach the complex subject of IT governance. It describes the drivers for IT governance: why it matters, and the relationships between IT governance, risk management, information risk, project governance and compliance risk. It lists the symptoms of inadequate IT governance and the benefits that implementing an IT governance framework, describing in principle how to do this.

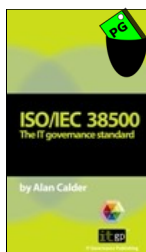
9781905356256 | £9.95 | Paperback | 2007 | 52pp [www.itgovernance.co.uk/shop/p-762.aspx](http://www.itgovernance.co.uk/shop/p-762.aspx)



### **IT Governance to Drive High Performance: Lessons from Accenture** **Robert E. Kress**

This pocket guide provides you with an insider's detailed description of Accenture's IT governance policy and details its governance structure. It shows how effective IT governance links IT strategy and IT decisions to Accenture's business strategy and business priorities. Following the best practices approach set out in this pocket guide serves as an ideal starting point for any organisation with ambitions to achieve excellence.

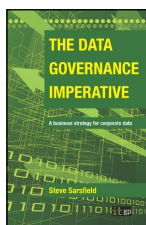
9781849280372 | £9.95 | Paperback | 2009 | 54pp [www.itgovernance.co.uk/shop/p-769.aspx](http://www.itgovernance.co.uk/shop/p-769.aspx)



### **ISO/IEC 38500: The IT Governance Standard** **Alan Calder**

This useful pocket guide provides an account of the scope and objectives of the ISO38500 standard. It outlines the standard's six core principles, sets out the three major tasks that the standard assigns to directors regarding IT, and explains the interrelationship between the two. The guide also offers advice on how to set up and implement the IT governance framework.

9781905356577 | £9.95 | Paperback | 2008 | 52pp [www.itgovernance.co.uk/shop/p-636.aspx](http://www.itgovernance.co.uk/shop/p-636.aspx)

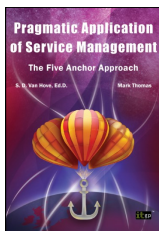


### **The Data Governance Imperative: A business strategy for corporate data** **Steve Sarsfield**

Every byte of data that resides inside your company, and some that resides outside its walls, has the potential to make you stronger by giving you the agility, speed and intelligence that none of your competitors yet have. Data governance is the term given to changing the hearts and minds of your company to see the value of such information quality. This practical book covers both strategies and tactics around managing a data governance initiative.

9781849280129 | £29.95 | Paperback | 2009 | 164pp [www.itgovernance.co.uk/shop/p-1166.aspx](http://www.itgovernance.co.uk/shop/p-1166.aspx)

**IT service management (ITSM) is a set of processes and functions that help align IT with organisational goals and deliver value. ITIL® ( is the most commonly used approach for IT service management, and is often used as preparation for ISO/IEC 20000 certification.**

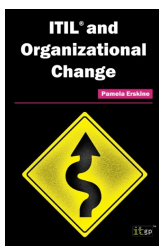


### **Pragmatic Application of Service Management: The Five Anchor Approach**

**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®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 adopt and deploy this guidance.

9781849285148 | £19.95 | Paperback | 2014 | 120pp [www.itgovernance.co.uk/shop/p-1510.aspx](http://www.itgovernance.co.uk/shop/p-1510.aspx)

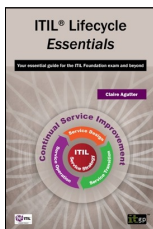


### **ITIL® and Organizational Change**

**Pamela Erskine**

In *ITIL® and Organizational Change*, Pamela Erskine analyzes some of the reasons why organizations fail to realize the benefits of ITIL and offers practical ways to avoid these pitfalls. She examines ways to clear the many hurdles that can obstruct progress and investigates how to improve acceptance of change in the workplace.

9781849284226 | £29.95 | Paperback | 2013 | 134pp [www.itgovernance.co.uk/shop/p-1272.aspx](http://www.itgovernance.co.uk/shop/p-1272.aspx)



### **ITIL® Lifecycle Essentials**

**Claire Agutter**

This text covers everything you need for the entry-level ITIL Foundation course, providing candidates with a solid grounding in the key elements, concepts and terminology used in the ITIL service lifecycle. However, it also goes beyond this in providing practical guidance for when newly qualified practitioners enter the real world. Take the first step towards ITIL Certification with this essential guide.

9781849284172 | £24.95 | Paperback | 2013 | 384pp [www.itgovernance.co.uk/shop/p-1285.aspx](http://www.itgovernance.co.uk/shop/p-1285.aspx)

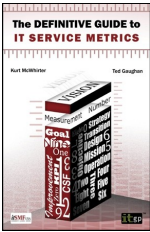


### **ITIL® Foundation Essentials: The exam facts you need**

**Claire Agutter**

This pocket guide tells you exactly what you need to understand the key points required to pass the ITIL Foundation exam. Written for self-study candidates, ITIL community training delegates, itSMF/BCS members and V2 Foundation Certificate holders, who have yet to take an upgraded exam, this guide is fully aligned with the ITIL 2011 core volumes. The essential companion for those studying the ITIL Foundation syllabus.

9781849283991 | £9.95 | Paperback | 2012 | 148pp [www.itgovernance.co.uk/shop/p-814.aspx](http://www.itgovernance.co.uk/shop/p-814.aspx)

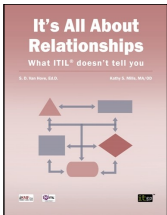


### The Definitive Guide to IT Service Metrics

**Kurt McWhirter and Ted Gaughan**

Based on the ITIL® framework, as well as COBIT®, PMI®, ISO/IEC 20000 and ISO/IEC 27000, this book shows you how to integrate metrics into your business, what to consider when gathering and reporting information, how to maximize the usage of metrics in order to ensure value for money from the system, and how to secure and protect your company's metrics.

9781849283823 | £39.95 | Paperback | 2012 | 316pp [www.itgovernance.co.uk/shop/p-1167.aspx](http://www.itgovernance.co.uk/shop/p-1167.aspx)  
**Thought Leadership Series, co-published by IT Governance Publishing and itSMF USA**

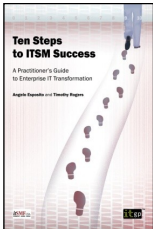


### It's All About Relationships: what ITIL doesn't tell you

**Suzanne D. Van Hove and Kathy S. Mills**

As more companies begin an adopt/adapt initiative based on ITIL guidance, they quickly realize that looking at single processes in isolation is not enough. To benefit fully from the framework, companies have to look at the relationships between processes, understanding upstream and downstream impacts. However, advice on using this approach has not been readily available ... until now.

9781849284844 | £29.95 | Paperback | 2013 | 170pp [www.itgovernance.co.uk/shop/p-1359.aspx](http://www.itgovernance.co.uk/shop/p-1359.aspx)  
**Thought Leadership Series, co-published by IT Governance Publishing and itSMF USA**

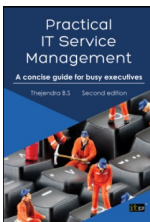


### Ten Steps to ITSM Success

**Angelo Esposito and Timothy Rogers**

There is a wealth of material that describes the nuts and bolts of IT Service Management (ITSM), but there is little practical advice on how to implement ITSM best practices to achieve business objectives and design and implement a real, working ITSM model. This book fills the gap.

9781849284561 | £34.95 | Paperback | 2013 | 264pp [www.itgovernance.co.uk/shop/p-1268.aspx](http://www.itgovernance.co.uk/shop/p-1268.aspx)  
**Thought Leadership Series, co-published by IT Governance Publishing and itSMF USA**



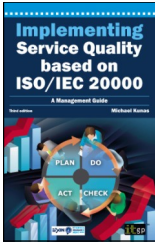
### Practical IT Service Management: A Concise Guide for Busy Executives

Second Edition

**Thejendra BS**

Written in a question and answer format, this is a clear and concise guide to implementing IT service management using one of the most widely accepted best-practice approaches, ITIL® 2011. Each chapter covers one specific area of ITSM/ITIL, ensuring that the information is organised in a logical and straightforward manner.

9781849285469 | £29.95 | Paperback | 2014 | 260pp [www.itgovernance.co.uk/shop/p-1036.aspx](http://www.itgovernance.co.uk/shop/p-1036.aspx)



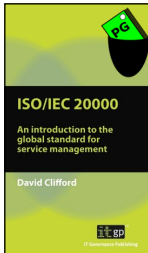
**Implementing Service Quality based on ISO/IEC 20000:  
A Management Guide**

Third edition

**Michael Kunas**

ISO/IEC 20000 is an important international standard for IT service providers. This book is crammed with practical advice and recommendations on how to prepare for ISO20000 audit and implementation. It is the ideal companion to ISO20000 courses from a range of certification bodies such as *EXIN*, *PeopleCert* and others. Spanish and German versions available.

9781849284424 | £19.95 | Paperback | 2012 | 120pp [www.itgovernance.co.uk/shop/p-592.aspx](http://www.itgovernance.co.uk/shop/p-592.aspx)



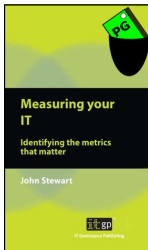
**ISO/IEC 20000: An introduction to the global standard for service management**

Second edition

**David Clifford**

Employing an IT Service Management System (ITSMS) will enable your organisation to identify how to enhance the quality of service you deliver to your customers. The standard for an ITSMS is ISO/IEC 20000. This pocket guide offers an overview of the purpose of the Standard and shows how it can be used.

9781849283144 | £9.95 | Paperback | 2011 | 74pp [www.itgovernance.co.uk/shop/p-635.aspx](http://www.itgovernance.co.uk/shop/p-635.aspx)

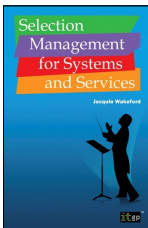


**Measuring your IT: Identifying the Metrics that Matter**

**John Stewart**

Regardless of whether you are client or provider, if you want to understand, assess or improve your IT, you first need to measure it. This pocket guide shows why IT measurement is necessary and how it relates to other performance assessments and monitors, such as audits, KPIs and health checks. It emphasises the importance of meeting the needs of IT users and the role that measurement can play in achieving that goal.

9781849284363 | £9.95 | Paperback | 2012 | 108pp [www.itgovernance.co.uk/shop/p-1241.aspx](http://www.itgovernance.co.uk/shop/p-1241.aspx)



**Selection Management for Systems and Services**

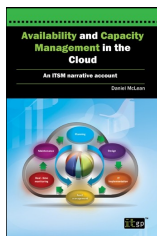
**Jacquie Wakeford**

Selecting a new system or service can often be a crucial business decision, but small and medium size enterprises do not do it very often. As a result, they lack experience of the selection process. This book describes a tried and tested process for selection management that maintains a reasonable level of due diligence, and which can be tailored to suit an organisation's specific needs.

9781849284257 | £19.95 | Paperback | 2012 | 110pp [www.itgovernance.co.uk/shop/p-1240.aspx](http://www.itgovernance.co.uk/shop/p-1240.aspx)

**Stories in transforming ITIL® best practice into operational success.**

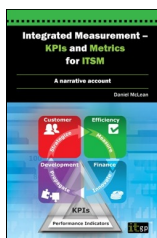
These innovative works of fiction demonstrate how ITIL best practice can ensure the success of your IT process implementation projects. Follow Chris through his adventures in ITSM, and learn from his mistakes in the *Tips that would have helped Chris* chapter summaries.



**Availability and Capacity Management in the Cloud: An ITSM narrative account**  
**Daniel McLean**

In this latest instalment, Daniel McLean's fictional IT service management practitioner, Chris, faces the challenge of integrating cloud services into an ITSM structure. Based on the real-life experience of the author and other ITSM practitioners, this book tells the story of a cloud services implementation, exposing potential pitfalls and exploring how to handle the management issues that come with such projects.

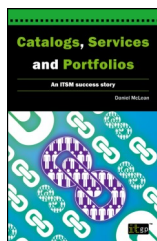
9781849285506 | £29.95 | Paperback | 2014 | 160pp [www.itgovernance.co.uk/shop/p-1556.aspx](http://www.itgovernance.co.uk/shop/p-1556.aspx)



**Integrated Measurement KPIs and Metrics for ITSM: A Narrative Account**  
**Daniel McLean**

Using an engaging narrative story, this volume in the series looks at the implementation of a KPI management system. Through the central character, readers witness (and learn from) real-world conversations and situations that are commonplace in an everyday business environment. The characters are fictitious, but the story comes from the author's own experience and other real accounts

9781849283830 | £29.95 | Paperback | 2013 | 186pp [www.itgovernance.co.uk/shop/p-1347.aspx](http://www.itgovernance.co.uk/shop/p-1347.aspx)

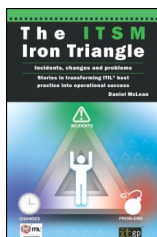


**Catalogs, Services and Portfolios: An ITSM success story**  
**Daniel McLean**

Based on the real-life experiences of the author and other ITSM professionals, this is a fictional account of change management surrounding ITSM projects. It tells the story of ITSM practitioner Chris as he learns how to deal with resistance to change and overcome inertia in staff behaviour.

**(Please note, this title was previously published as *No One of Us is as Strong as all of Us*, ISBN:9781849283861)**

9781849285674 | £29.95 | Paperback | 2014 | 198pp [www.itgovernance.co.uk/shop/p-973.aspx](http://www.itgovernance.co.uk/shop/p-973.aspx)



**The ITSM Iron Triangle: Incidents, Changes and Problems**  
**Daniel McLean**

This innovative work of fiction demonstrates how ITIL® best practice can ensure the success of your IT process implementation projects. It is based on real-life situations and offers vital strategies to implement the most important aspects of ITIL into your business and to tailor them to your organisation's needs.

9781849283175 | £29.95 | Paperback | 2012 | 196pp [www.itgovernance.co.uk/shop/p-1183.aspx](http://www.itgovernance.co.uk/shop/p-1183.aspx)



**It takes more than just technical know-how to build a great team. You must learn to exploit soft skills such as communication, teamwork, coaching, time management, change management and presentation skills to transform your team from a collection of individuals into a tight, effective business unit.**



### **Coaching for High Performance: How to develop exceptional results through coaching**

**Sarah Cook**

Coaching creates a climate of high performance, enables people to improve their ability and confidence and enhances the quality of their work. Furthermore, the skill of coaching is easy to learn and use. This book is written to inspire IT managers with practical advice and tips on how to create a coaching environment in their department.

9781849280020 | £19.95 | Paperback | 2009 | 128pp [www.itgovernance.co.uk/shop/p-471.aspx](http://www.itgovernance.co.uk/shop/p-471.aspx)

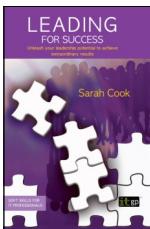


### **The Effective Manager: Management skills for high performance**

**Sarah Cook**

Whether you are new to management, or have been a manager for some time, management is a skill that can be learned and developed in order to gain the trust and respect of your team members and to achieve team and organisational goals. This book explains how you can develop the skills to become a first-rate manager.

9781905356881 | £19.95 | Paperback | 2009 | 114pp [www.itgovernance.co.uk/shop/p-1170.aspx](http://www.itgovernance.co.uk/shop/p-1170.aspx)

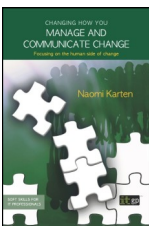


### **Leading for Success: Unleash your leadership potential to achieve extraordinary results**

**Sarah Cook**

Effective leadership fosters a climate where team members want to do their best and where organisational goals are more likely to be reached. Whether you are new to leadership, or have been a leader for some time, this book will help you develop your leadership skills and create a plan of action for realising your potential.

9781905356928 | £19.95 | Paperback | 2009 | 110pp [www.itgovernance.co.uk/shop/p-899.aspx](http://www.itgovernance.co.uk/shop/p-899.aspx)

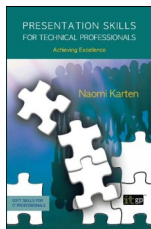


### **Changing how you Manage and Communicate Change: Focusing on the human side of change.**

**Naomi Karten**

How has your organisation changed recently? How did the people associated with it react? People's reactions vary depending on a number of factors, including personality types, misconceptions and the influences of their work and life experiences. This book will enable you to recognise and accept these differences, and even harness them for the benefit of the business.

9781905356942 | £19.95 | Paperback | 2009 | 180pp [www.itgovernance.co.uk/shop/p-443.aspx](http://www.itgovernance.co.uk/shop/p-443.aspx)



### **Presentation Skills for Technical Professionals: Achieving Excellence** **Naomi Karten**

Do you dread presentations? Don't panic! By following the sound advice in this friendly book written especially for technical professionals, you can take the stress out of the process and make your presentations memorable — for the right reasons.

9781849280730 | £19.95 | Paperback | 2009 | 114pp [www.itgovernance.co.uk/shop/p-1042.aspx](http://www.itgovernance.co.uk/shop/p-1042.aspx)



### **Building a High Performance Team: Proven techniques for effective team working** **Sarah Cook**

The successful implementation of IT projects, depends on effective team working. This book provides IT managers with informative and practical advice and tips on how to create a high-performance team. It explains characteristics of a high-performance team and helps managers develop a plan to realise their team's potential.

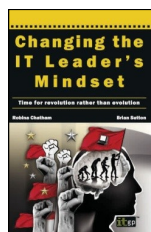
9781905356805 | £19.95 | Paperback | 2009 | 128pp [www.itgovernance.co.uk/shop/p-403.aspx](http://www.itgovernance.co.uk/shop/p-403.aspx)



### **Essential Time Management and Organisation: A Pocket Guide** **Sarah Cook**

Today's working environment moves at a very fast pace and, at times, it can be difficult to keep up. Expectations are high, and there are many competing priorities. This handy guide will help you transform the way you work and regain control of your working day by explaining tried and tested techniques for organising your time and achieving your goals.

9781849283021 | £9.95 | Paperback | 2011 | 54pp [www.itgovernance.co.uk/shop/p-547.aspx](http://www.itgovernance.co.uk/shop/p-547.aspx)



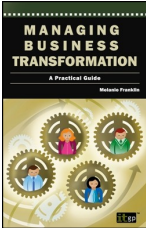
### **Changing the IT Leader's Mindset: Time for revolution rather than Evolution** **Robina Chatham and Brian Sutton**

In order to break into the Board's confidence and help to lead their organisation, CIOs must now become masters of soft skills, and learn to deal with imperfectly defined problems, rather than working to perfect the known. Incorporating the latest business thinking, this book explains how the IT Leader can strike this balance, evolve into the CTO – Chief Transformation Officer – and really contribute to the development and success of business enterprises.

9781849280655 | £19.95 | Paperback | 2010 | 178pp [www.itgovernance.co.uk/shop/p-444.aspx](http://www.itgovernance.co.uk/shop/p-444.aspx)

## Change Management

**Change is a natural part of the growth and development of any organisation. However, to be successful, it needs to be well-managed and carefully planned. These books will help you through what can be testing times for any organisation.**

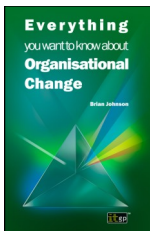


### **Managing Business Transformation: A Practical Guide**

**Melanie Franklin**

Change can bring improved efficiency, increased productivity and greater profitability. But how do you identify the changes that will benefit your business, and how do you implement them? Using real-life examples, up-to-date information and clear diagrams, this practical handbook will equip you to be an agent of change, whatever your role.

9781849283052 | £24.95 | Paperback | 2011 | 162pp [www.itgovernance.co.uk/shop/p-921.aspx](http://www.itgovernance.co.uk/shop/p-921.aspx)



### **Everything you want to know about Organisational Change**

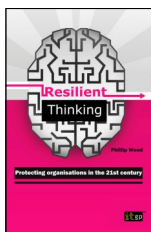
**Brian Johnson and Darren Arcangel**

IT is often considered to be inextricably linked to business - mostly by IT pundits. The popularity of outsourcing IT and the increasing profile of 'software as a service' are proof points that business may not share that point of view. This book, therefore, does not hold IT as an essential partner in business. Instead, it considers first the human capital of change and second the potential role that might be played by IT.

9781849281973 | £24.95 | Paperback | 2011 | 168pp [www.itgovernance.co.uk/shop/p-551.aspx](http://www.itgovernance.co.uk/shop/p-551.aspx)

## Business Continuity & ISO22301

**It is important to ensure that your organisation has developed and tested a business continuity and disaster recovery plan, mitigating all risks you face. ISO22301 is the international business continuity standard.**

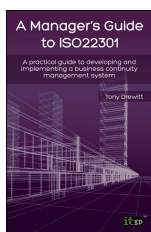


### **Resilient Thinking**

**Phillip Wood**

Even the best, smartest and most secure IT systems can fail catastrophically. What would you do if it was yours? The advice in this book can help you create plans, processes and procedures to help you avoid organisation meltdown, manage crises, and protect your assets and key stakeholder relationships. This book is ideal for CIOs, as well as managers and consultants in information security and business continuity.

9781849283823 | £19.95 | Paperback | 2012 | 144pp [www.itgovernance.co.uk/shop/p-1242.aspx](http://www.itgovernance.co.uk/shop/p-1242.aspx)

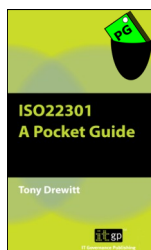


### **A Manager's Guide to ISO22301: A practical guide to developing and implementing a business continuity management system**

**Tony Drewitt**

A concise and practical guide to the ISO22301 benchmark for business continuity management (BCM), this book is essential reading for all managers, executives and directors with any interest or involvement in operational risk or business continuity management. It shows you how to develop and implement a business continuity management and disaster recovery plan, ensuring you get back on your feet with the minimum of fuss, should the unthinkable happen.

9781849284677 | £29.95 | Paperback | 2013 | 236pp [www.itgovernance.co.uk/shop/p-331.aspx](http://www.itgovernance.co.uk/shop/p-331.aspx)

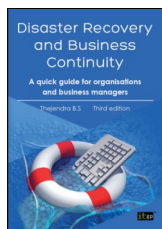


### **ISO22301: A Pocket Guide**

**Tony Drewitt**

This pocket guide provides an easy-to-read and straightforward introduction to the subjects of business continuity and ISO22301. If your organisation is implementing, or considering implementing, an ISO22301 business continuity management system (BCMS), then you need to read a copy of this pocket guide.

9781849284806 | £9.95 | Paperback | 2013 | 60pp [www.itgovernance.co.uk/shop/p-392.aspx](http://www.itgovernance.co.uk/shop/p-392.aspx)

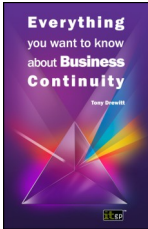


### **Disaster Recovery and Business Continuity: A quick guide for small organisations and busy executives**

**Third Edition**  
**Thejendra B.S.**

If you want to protect your organisation, you need to put in place a business continuity (BC) and disaster recovery (DR) plan to help your chances of survival in a crisis. This friendly book shows you how to develop a plan that will minimise the risks to your business.

9781849285384 | £29.95 | Paperback | 2014 | 294pp [www.itgovernance.co.uk/shop/p-520.aspx](http://www.itgovernance.co.uk/shop/p-520.aspx)

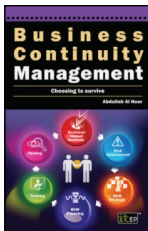


### **Everything you want to know about Business Continuity**

**Tony Drewitt**

With this book, you will be able to identify and assess the risks to your company and put in place a 'fit-for-purpose' business continuity plan, which will enable you to meet the expectations of your customers and stakeholders in the event of an unforeseen incident.

9781849282000 | £24.95 | Paperback | 2012 | 276pp [www.itgovernance.co.uk/shop/p-550.aspx](http://www.itgovernance.co.uk/shop/p-550.aspx)



### **Business Continuity Management: Choosing to survive**

**Abdullah Al Hour**

With specific reference to ISO22301, ANSI/ASIS SPC.1-2009, ISO27031 and ISO/IEC 24762, this up-to-date, practical resource will guide you through all the elements of a BCM programme, plans and implementations. It covers all the critical elements of your business, from people and premises to technology and facilities management.

9781849282987 | £29.95 | Paperback | 2012 | 394pp [www.itgovernance.co.uk/shop/p-412.aspx](http://www.itgovernance.co.uk/shop/p-412.aspx)

## Cloud Computing

**Cloud Computing is the use of multiple server computers via a digital network as if they were a single entity. The 'Cloud' itself is a virtualisation of resources - networks, servers, applications, data storage and services - allowing the end user on-demand access.**

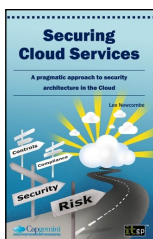


### **Cloud Security and Governance: Who's on your Cloud?**

**Sumner Blount and Rob Zanella**

One of the most difficult challenges related to Cloud Computing revolves around the security and compliance issues associated with it. This is a major concern and will continue to be so, with the ever increasing onslaught of regulations impacting security controls. This pocket guide explains and highlights some of the key security and compliance issues surrounding Cloud adoption, and provides helpful insight into how they can be addressed.

9781849280907 | £9.95 | Paperback | 2010 | 62pp [www.itgovernance.co.uk/shop/p-467.aspx](http://www.itgovernance.co.uk/shop/p-467.aspx)

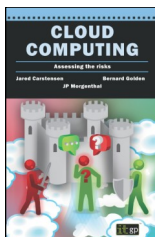


### **Securing Cloud Services: A pragmatic approach to security architecture in the Cloud**

**Lee Newcombe**

This book gives a detailed and architectural approach to securing Cloud services. It is written for business decision makers, senior IT stakeholders, enterprise architects, information security professionals and anyone else who is interested in working with cloud services, but might be concerned about the potential security implications.

9781849283960 | £29.95 | Paperback | 2012 | 338pp [www.itgovernance.co.uk/shop/p-1098.aspx](http://www.itgovernance.co.uk/shop/p-1098.aspx)

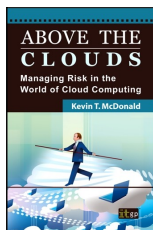


### **Cloud Computing: Assessing the Risks**

**Jared Carstensen, JP Morgenthal and Bernard Golden**

In this book, three internationally renowned experts use jargon-free language and relevant examples, analogies and diagrams to give an up-to-date, clear and comprehensive guide to the security, governance, risk, and compliance elements of Cloud Computing.

9781849283595 | £34.95 | Paperback | 2012 | 306pp [www.itgovernance.co.uk/shop/p-465.aspx](http://www.itgovernance.co.uk/shop/p-465.aspx)



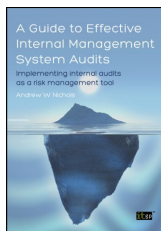
### **Above the Clouds: Managing Risk in the World of Cloud Computing**

**Kevin T. McDonald**

Cloud Computing can enable you to drive down the costs of your IT function, and gives you the ability to focus on your core business, whilst saving energy. In a time of tight budgets, the opportunity to make financial savings means that Cloud Computing looks especially attractive. This book acts as a primer and strategic guide to identify Cloud Computing best practices and associated risks, and reduce the latter to acceptable levels.

9781849280310 | £24.95 | Paperback | 2010 | 170pp [www.itgovernance.co.uk/shop/p-345.aspx](http://www.itgovernance.co.uk/shop/p-345.aspx)

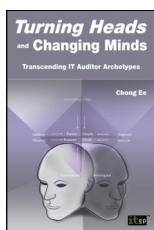
**Becoming compliant with a standard or system is one thing. Staying compliant is quite another. Audits are designed to ensure that you maintain excellence and make the best of your assets and resources.**



### **A Guide to Effective Internal Management System Audits: Implementing internal audits as a risk management tool** **Andrew W Nichols**

In this book the author explains how to transform internal audits from simple ISO compliance checking exercises into a transformational tools that the organization can use to assist with the management of risk, and implement improvements to management systems. Transform your internal auditing process to become a tool for development and continual improvement.

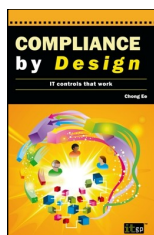
9781849285599 | £19.95 | Paperback | 2014 | 130pp | [www.itgovernance.co.uk/shop/p-1542.aspx](http://www.itgovernance.co.uk/shop/p-1542.aspx)



### **Turning Heads and Changing Minds: Transcending IT auditor archetypes** **Chong Ee**

This book provides the IT auditor (student or practitioner) with an understanding of soft skills. It takes a hard look at common auditor perceptions that can hinder an audit and offers practical techniques for overcoming them. Rather than issue a list of 'should dos', the book offers the reader an intuitive, organic approach, with real-life IT scenarios involving general computer, application and third-party controls at various stages of an audit life cycle.

9781849283847 | £29.95 | Paperback | 2013 | 166pp | [www.itgovernance.co.uk/shop/p-1291.aspx](http://www.itgovernance.co.uk/shop/p-1291.aspx)



### **Compliance by Design: IT controls that work** **Chong Ee**

What does 'compliance' mean to you? Is it a burden, a box-ticking exercise, or a way to avoid the penalties of non-compliance? Or do you see the opportunities it presents for your business? In *Compliance by Design*, you will discover how integrating controls into your processes will improve your security, increase your productivity, save you time and money and increase your profits.

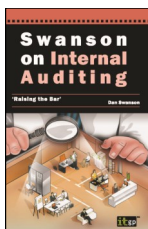
9781849282956 | £29.95 | Paperback | 2011 | 244pp | [www.itgovernance.co.uk/shop/p-485.aspx](http://www.itgovernance.co.uk/shop/p-485.aspx)



### **ISO19770 SAM Process Guidance: A kick-start to your SAM programme** **Rory Canavan**

The management of software assets, and the cradle-to-the-grave costs involved in owning those assets, should never be ignored. *ISO19770-1:2013 SAM Process Guidance: A kick-start to your SAM programme*, is aimed at anyone looking to gain a better understanding of the concepts of software asset management and the resulting benefits it can bring to their business.

9781849284394 | £9.95 | Paperback | 2012 | 80pp | [www.itgovernance.co.uk/shop/p-676.aspx](http://www.itgovernance.co.uk/shop/p-676.aspx)

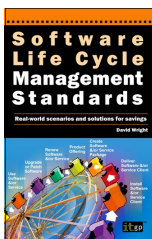


### **Swanson on Internal Auditing: 'Raising the Bar'**

**Dan Swanson**

A wealth of knowledge on internal auditing all in one place ... A must-read for corporate executives, accountants, IT staff, board members, and security and auditing practitioners. With a full discussion of numerous different internal audit challenges and practices in one place, this book can be used as a reference manual to help frame the problems you face, and guide the solutions you implement.

9781849280679 | £29.95 | Paperback | 2010 | 334pp [www.itgovernance.co.uk/shop/p-1142.aspx](http://www.itgovernance.co.uk/shop/p-1142.aspx)



### **Software Life Cycle Management Standards: Real-world scenarios and solutions for savings**

**David Wright**

This book will help you apply ISO/IEC 19770 to your business and enjoy the rewards it offers. David Wright calls on his vast experience to explain how the Standard applies to the whole of the software life cycle, not just the software asset management aspects. His informative guide gives up-to-date information using practical examples, clear diagrams and entertaining anecdotes.

9781849282048 | £24.95 | Paperback | 2011 | 204pp [www.itgovernance.co.uk/shop/p-1135.aspx](http://www.itgovernance.co.uk/shop/p-1135.aspx)

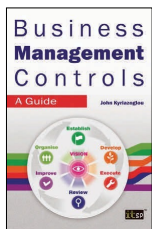


### **IT Strategic & Operational Controls**

**John Kyriazoglou**

This book is an ideal tool for those without specialised technical expertise seeking to understand IT controls and their design, implementation, review and audit issues. Spanish language version available.

9781849280617 | £39.95 | Paperback | 2010 | 686pp [www.itgovernance.co.uk/shop/p-789.aspx](http://www.itgovernance.co.uk/shop/p-789.aspx)



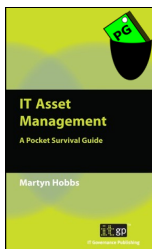
### **Business Management Controls: A Guide**

**John Kyriazoglou**

This book will help you to improve your business control practices and show you how to better create, implement and assess your own controls. It will also show you how to develop more streamlined and successful working practices, and how to enable, facilitate and protect your business operations in a more effective way.

9781849284288 | £29.95 | Paperback | 2012 | 388pp [www.itgovernance.co.uk/shop/p-1238.aspx](http://www.itgovernance.co.uk/shop/p-1238.aspx)





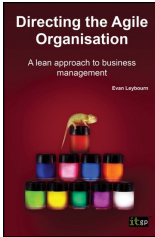
### **IT Asset Management: A Pocket Survival Guide**

**Martyn Hobbs**

This quick reference guide addresses serious issues in IT asset management with a fresh and pragmatic approach. Aimed at IT professionals who have been tasked with putting in place asset management disciplines, it first provides a common-sense introduction to the key processes outlined in the Information Technology Infrastructure Library (ITIL®), before proceeding to explain the various milestones of an asset management project.

9781849282925 | £9.95 | Paperback | 2011 | 58pp    [www.itgovernance.co.uk/shop/p-756.aspx](http://www.itgovernance.co.uk/shop/p-756.aspx)

## Project Management



### Directing the Agile Organisation

**Evan Leybourn**

Using a combination of first-hand research and in-depth case studies, *Directing the Agile Organisation* explains a fresh approach to business management, applying Agile processes pioneered in the IT and manufacturing industries. Agile Business Management is divided into four domains, which each require change to the way your business operates.

9781849284912 | £34.95 | Paperback | 2013 | 280pp [www.itgovernance.co.uk/shop/p-1369.aspx](http://www.itgovernance.co.uk/shop/p-1369.aspx)



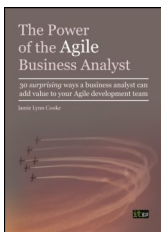
### Agile Productivity Unleashed: Proven approaches for achieving real productivity gains in any organisation

**Second Edition**

**Jamie Lynn Cooke**

In this new edition of her award-winning introduction to Agile management for business professionals and managers, Jamie Lynn Cooke explains how to use methods such as Scrum®, Kanban and FDD® to tackle core challenges faced by every organization. An ideal first book on Agile management methodologies.

9781849285636 | £29.95 | Paperback | 2014 | 402pp [www.itgovernance.co.uk/shop/p-349.aspx](http://www.itgovernance.co.uk/shop/p-349.aspx)

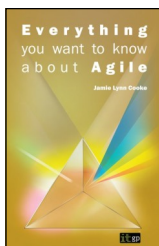


### The Power of the Agile Business Analyst

**Jamie Lynn Cooke**

This book explains how having a skilled business analyst on the Agile team provides business users with peer support for their most critical business requirements, and provides the Agile development team with a resource who is available to work hands-on with them throughout the project. These are only some of the ways in which Agile business analysts empower development teams to deliver the most successful Agile solutions.

9781849285049 | £29.95 | Paperback | 2013 | 200pp [www.itgovernance.co.uk/shop/p-778.aspx](http://www.itgovernance.co.uk/shop/p-778.aspx)

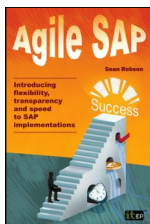


### Everything you want to know about Agile

**Jamie Lynn Cooke**

*Everything you want to know about Agile* thoroughly addresses the issues that IT departments face when they try to implement Agile approaches within the constraints of their traditional organisations. The book offers a range of strategies for aligning Agile work within the reporting, budgeting, staffing and governance constraints of your organisation, which is arguably the biggest challenge.

9781849283236 | £29.95 | Paperback | 2012 | 222pp [www.itgovernance.co.uk/shop/p-549.aspx](http://www.itgovernance.co.uk/shop/p-549.aspx)

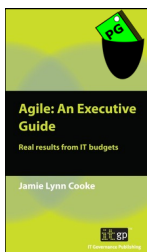


### **Agile SAP: Introducing flexibility, transparency and speed to SAP implementations**

**Sean Robson**

This book presents the relatively new Agile approach to SAP, which has proven to be very successful in real-world projects, giving greatly improved implementations, reducing risks, and helping to bring projects in on schedule and within budget. The book focuses on the use of Scrum and Kanban and their suitability for certain types of projects, enabling you to select the most appropriate method.

9781849284455 | £29.95 | Paperback | 2013 | 216pp [www.itgovernance.co.uk/shop/p-1253.aspx](http://www.itgovernance.co.uk/shop/p-1253.aspx)

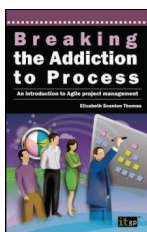


### **Agile: An Executive Guide: Real results from IT budgets**

**Jamie Lynn Cooke**

*Agile: An Executive Guide* describes Agile methodologies in clear business language specifically written for business professionals. It will help you make realistic business-driven decisions on whether Agile methodologies are appropriate for your organisation; whether you are looking to consolidate your IT overheads, to provide better software solutions to your clients, or to have more control over your IT expenditures. This guide provides practical, proven ways to introduce, incorporate and leverage Agile methodologies to maximise your business returns.

9781849281898 | £9.95 | Paperback | 2011 | 100pp [www.itgovernance.co.uk/shop/p-351.aspx](http://www.itgovernance.co.uk/shop/p-351.aspx)

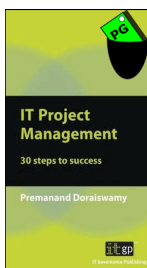


### **Breaking the Addiction to Process: An introduction to Agile project management**

**Elizabeth Scanlon Thomas**

We live and work in an age in which clients' needs are changing rapidly. Deadlines are shortening and existing development methodologies are relatively inflexible. This twelve-step guide will give you a clear understanding of how the Agile process can transform your working practices to save you time and money.

9781849281768 | £19.95 | Paperback | 2011 | 136pp [www.itgovernance.co.uk/shop/p-379.aspx](http://www.itgovernance.co.uk/shop/p-379.aspx)

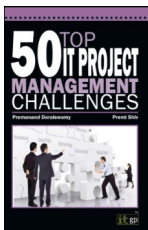


### **IT Project Management: 30 steps to success**

**Premanand Doraiswamy**

This pocket guide is designed to help IT project managers to succeed, and is based on the author's years of experience in IT project management. The guide's step-by-step approach will enable those new to IT project management, or intending to make a career in this field, to master the essential skills. For seasoned professionals, the pocket guide offers an invaluable concise reference guide.

9781849281003 | £9.95 | Paperback | 2011 | 86pp [www.itgovernance.co.uk/shop/p-778.aspx](http://www.itgovernance.co.uk/shop/p-778.aspx)



### 50 Top IT Project Management Challenges

**Premanand Doraiswamy and Premi Shiv**

This book offers a focused and concise summary of 50 challenges facing today's IT project manager. The authors draw on years of practical experience to outline these challenges and offer useful tips and advice on how to deal with them. This book condenses into a handy summary much of the information and advice that can be found in project management related books and discussion forums. It is an ideal reference for anyone involved in IT project management.

9781849283410 | £24.95 | Paperback | 2012 | 128pp [www.itgovernance.co.uk/shop/p-325.aspx](http://www.itgovernance.co.uk/shop/p-325.aspx)



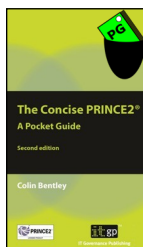
### Illustrating PRINCE2®: Project management in real terms

**Second Edition**

**Susan Tuttle**

PRINCE2® is a versatile project management method that can be tailored to any project, of any size, in any environment, by any company. Written by an experienced practitioner and trainer, this step-by-step guide breaks down the PRINCE2® methodology into bite-size chunks, giving clear explanations and practical illustrations in each section.

9781849283250 | £29.95 | Paperback | 2012 | 238pp [www.itgovernance.co.uk/shop/p-586.aspx](http://www.itgovernance.co.uk/shop/p-586.aspx)



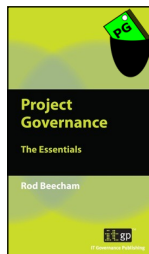
### The Concise PRINCE2®

**Second Edition**

**Colin Bentley**

Written by a former Chief Examiner for PRINCE2®. This pocket guide is a checklist and handy summary of the fundamental principles and essential themes of PRINCE2®. An ideal revision guide for anyone studying for the PRINCE2® foundation exam.

9781849284783 | £9.95 | Paperback | 2013 | 86pp [www.itgovernance.co.uk/shop/p-1165.aspx](http://www.itgovernance.co.uk/shop/p-1165.aspx)

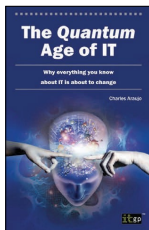


### Project Governance: The Essentials

**Rod Beecham**

Many senior executives in 'non-project' industries are charged with initiating and managing projects. Many of these projects fail, or cost significantly more than originally estimated. This pocket guide highlights many of the common pitfalls and explains how to avoid them. A step-by-step guide, it will show you how to make the most of your projects.

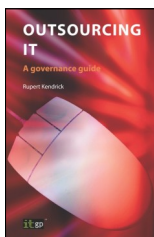
9781849281805 | £9.95 | Paperback | 2011 | 64pp [www.itgovernance.co.uk/shop/p-1069.aspx](http://www.itgovernance.co.uk/shop/p-1069.aspx)



### **The Quantum Age of IT** **Charles Araujo**

Everything you know about IT is about to change ... Whether you are an IT executive, or just beginning your career, this book will offer you the key insights you need to understand what is happening and what is coming. Understanding that future, Charles Araujo blends a wide range of research and case studies to help you discover the skills you must develop in order to succeed and thrive in the quantum age of IT.

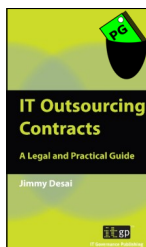
9781849283755 | £29.95 | Paperback | 2012 | 312pp [www.itgovernance.co.uk/shop/p-1191.aspx](http://www.itgovernance.co.uk/shop/p-1191.aspx)



### **Outsourcing IT: A governance guide** **Rupert Kendrick**

The attraction of outsourcing IT is that it enables a company to obtain an efficient and responsive IT system, while at the same time allowing the company to focus on its core strengths. This book offers you a guide to the many pitfalls of IT outsourcing and gives you clear criteria for the application of governance principles to the outsourcing process. This will enable you to implement IT outsourcing, so that it supports your overall business goals.

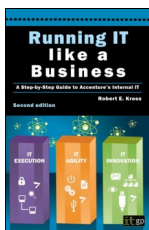
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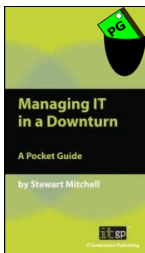
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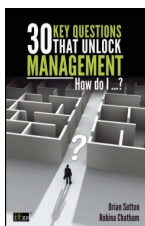
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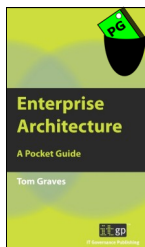
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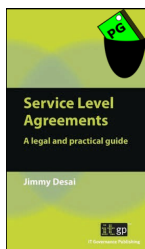
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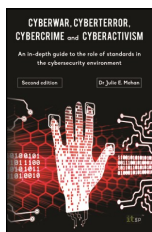


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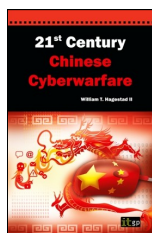
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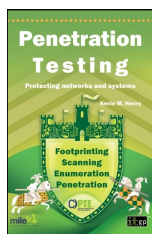


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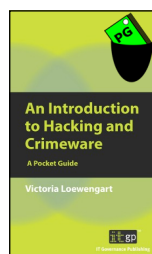


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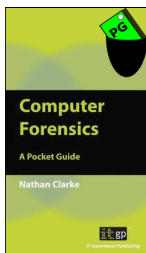


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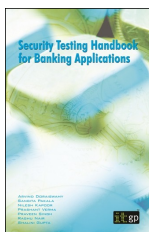


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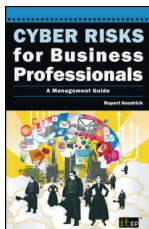


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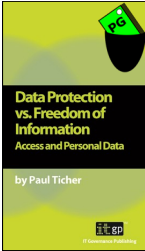
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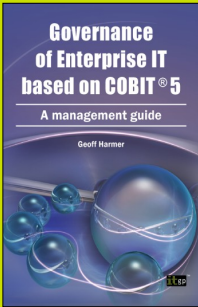
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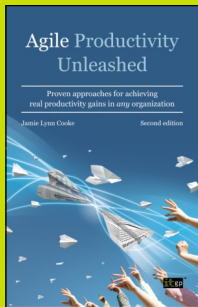
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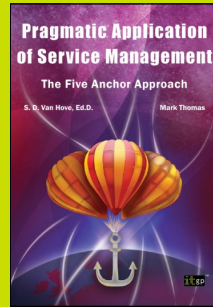
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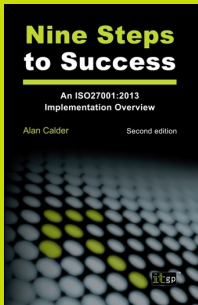
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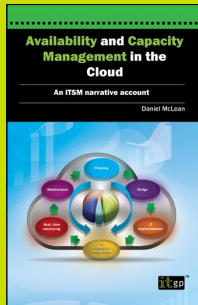
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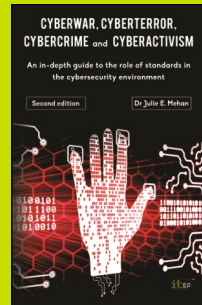
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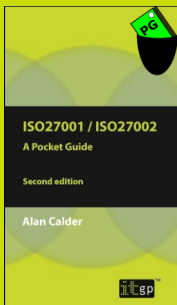
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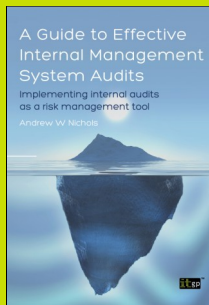
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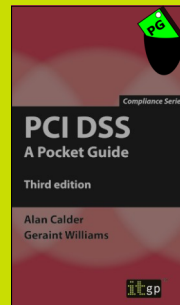
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