PRESS RELEASE

ITIL® Practitioner Guidance publication and PDF formats - now available!
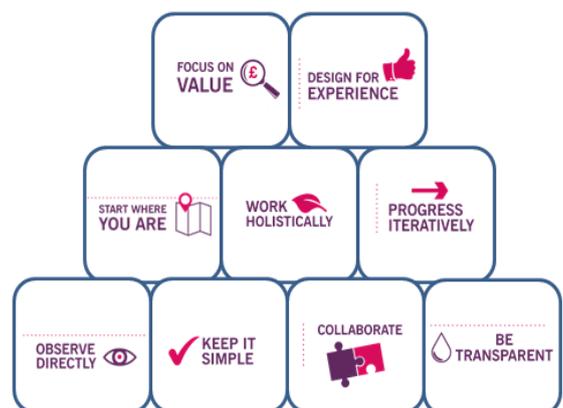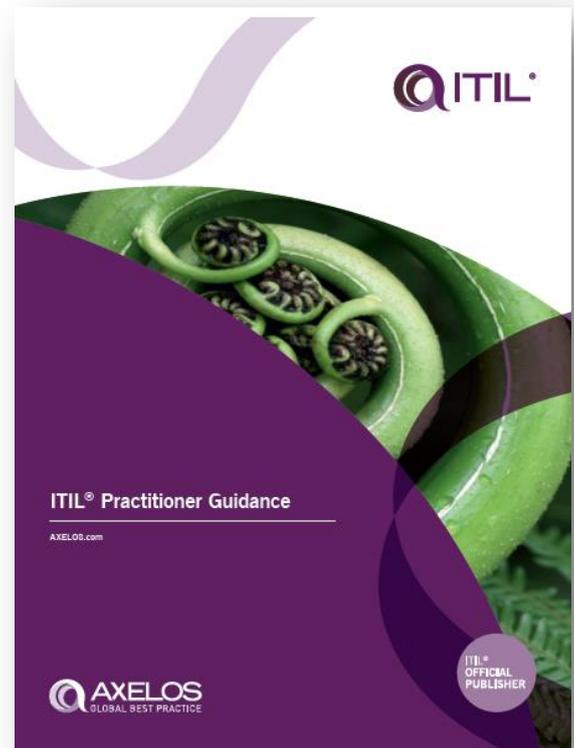
TSO, the official publisher of ITIL®, is proud to announce the **publication of the *ITIL® Practitioner Guidance***, which has been created to accompany the ITIL Practitioner qualification. This publication is fully integrated with the ITIL Practitioner syllabus while also serving as a practical guide for IT service management (ITSM) professionals who need to turn ITIL theory into practice. It is available in both print and as pdf.

ITIL Practitioner Guidance begins with a discussion of the nine guiding principles of ITSM and explains how they can work alongside other philosophies, frameworks and methodologies that an ITSM professional may encounter, such as DevOps, Lean and Agile.

The guidance places a strong emphasis on the continual service improvement (CSI) approach within ITSM initiatives, alongside the development of three key skills: metrics and measurement; communication; and organizational change management. It also provides a practical toolkit containing templates; worksheets and assessments that will help the ITSM professional improve the likelihood of success for their initiatives.

Assembled by the Practitioner Architect Team of renowned ITSM experts Kevin Behr, Karen Ferris, Lou Hunnebeck, Stuart Rance, Barclay Rae and Paul Wilkinson, under the guidance of AXELOS' Kaimar Karu, *ITIL® Practitioner Guidance* provides the practical knowledge that will help ITSM professionals take the next step forward**.**

Lucy de Best, Content Development Director at TSO, explains: "This is a valuable contribution to ITSM and provides practitioners with a framework – based on nine guiding principles – to improve efficiency and effectiveness. We are proud to publish this on behalf of AXELOS and delighted to be able to offer *ITIL® Practitioner Guidance* as part of an ever-expanding portfolio of AXELOS best-practice."

Published today, *ITIL® Practitioner Guidance* is available from the official publisher of ITIL as:

ITIL Practitioner Guidance (Book)   **ISBN 9780113314874**   **£60.00**

ITIL Practitioner Guidance (PDF)   **ISBN 9780113314881**   **£60.00 (Inc. VAT £72.00)**

For further information on the ITIL Practitioner Guidance, please visit the TSO shop. **Click Here**

NOTES TO EDITORS:

About TSO

TSO (The Stationery Office) was established in 1996, when the trading functions of HMSO were privatized. The organization is now a part of the Williams Lea Group, a global leader in corporate information solutions. TSO is one of the largest publishers by volume in the UK, publishing more than 9,000 titles a year in print and digital formats for central government departments and other public/private sector organizations. Its multi-format publishing solutions extend from initial ideas to publication across a range of formats including print, web, ePub and mobile apps.

TSO has a long history of working with best-practice and is the only official publisher of ITIL.

www.tso.co.uk

About ITIL

ITIL is the most recognized framework for IT service management in the world, adopted through high quality training, publications, software tools and consultancy for service management disciplines. ITIL began in 1989 and has evolved to move with the times. Over 1.5 million exams have been taken to date; the exam is available in 21 languages over 150 countries worldwide.

If you would like to find out more about ITIL Practitioner and the value it brings to any organization, why not sign up for the global summit on the 25th February? This will be a series of webinars hosted by ITSM thought-leaders and industry experts. **Sign Up Here**.

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