

The IT Service Management literature is growing. Numerous white papers, vendor brochures, and journal articles appear annually. These are (relatively) easy to locate on the Internet. More difficult to discover are book-length treatments sent to press by established publishers. This is the focus of this bibliography.

The following is a bibliography of published works related to the core ITIL Service Delivery and Service Support areas. Each entry is categorized into one ITIL area. Inclusion in the bibliography should not be construed as a recommendation or endorsement of any kind by itSMF USA. Inclusion signifies only that it is a work in print and published by a commercial publication house.

At the moment, there are no entries from Availability, Capacity, Change, or Incident management. Those fields have a rich literature but the goal of this bibliography is to cite works covering an ITIL focus area (i.e., availability tools, business capacity management, change management processes, Incident/Problem interaction, etc.) and no such titles have been located.

Comments, corrections, suggestions, and recommendations are welcome *via* E-mail to bibliography@itsmfusa.org

ITSM	
General	Cassidy and Guggenberger; Hays; Kern, Galup and Nemiro; Von Bon 2002, 2002, and 2005; Von Bon, Kemmerling and Pondman
Service Delivery	
Availability	
Capacity	
Continuity	Barnes and Rothstein; Elliott, Swartz and Herbane; Hallows; Hiatt; Hiles 2003; Hiles and Barnes; Myers 1993 and 1999; Toigo and Toigo; Wieczorek, Naujoks and Bartlett
Financial	Hiles 1993; Moskowitz and Kern; Tardugno, DiPasquale and Matthews
Service Level	Fitzsimmons and Fitzsimmons; Hallows; Hiles 2000, 2002a and 2002b; LaBounty; Lee and Ben-Natan; Lewis; Pantry and Griffith; Sturm, Erikson-Harris and Winniford; Sturm, Morris and Jander; Verma
Service Support	
Change	
Configuration	Dart; Lyon
Incident	
Problem	Ammerman; Latino and Latino; Walker and Kern
Release	Bays
Service Desk	Czegel; Ellis; Lenz; Knapp 2003 and 2004; Wooten

Anonymous

2000 *Service Support (IT Infrastructure Library)*. The Stationery Office. 308 pages. London, England.

Anonymous

2001 *Service Delivery (IT Infrastructure Library)*. The Stationery Office. 378 pages. London, England.

Ammerman, Max

1998 *The Root Cause Analysis Handbook: A Simplified Approach to Identifying, Correcting, and Reporting Workplace Errors*. Quality Resources. 135 pages. New York, NY.

Barnes, James C. and Philip Jan Rothstein

2001 *A Guide to Business Continuity Planning*. John Wiley & Sons. 171 pages. New York, NY.

Bays, Michael E.

1999 *Software Release Methodology*. Prentice Hall PTR. 256 pages. Upper Saddle River, NJ.

Cassidy, Anita and Keith Guggenberger

2000 *A Practical Guide to Information System Process Improvement*. CRC Press. 269 pages. Boca Raton, FL.

Czegel, Barbara

1998 *Help Desk Practitioner's Handbook*. John Wiley & Sons. 432 pages. New York, NY.

Dart, Susan

2000 *Configuration Management: The Missing Link in Web Engineering*. Artech House. 276 pages. Boston, MA.

Elliott, Dominic, Ethne Swartz and Brahin Herbane (editors)

2001 *Business Continuity Management*. Routledge. 240 pages. London, England.

Ellis, Mark W.

1997 *Using Service Goals and Metrics to Improve Help Desk Performance*. Help Desk Institute. 30 pages. Colorado Springs, CO.

Fitzsimmons, James A. and Mona J. Fitzsimmons

2001 *Service Management: Operations, Strategy, and Information Technology*. McGraw-Hill. 587 pages. New York, NY.

Hallows, Richard

1995 *Service Management in Computing and Telecommunications*. Artech House. 121 pages. Boston, MA.

Hays, Richard D.

1996 *Internal Service Excellence: A Manager's Guide to Building World-Class Internal Service Unit Performance*. Summit Executive Press. 223 pages. Sarasota, FL.

Hiatt, Charlotte J.

1999 *A Primer for Disaster Recovery Planning in an IT Environment*. Idea Publishing Group. 276 pages. Hershey, PA.

Hiles, Andrew

1993 *Service Level Agreements: Measuring Cost and Quality in Service Relationships*. Chapman & Hall. 126 pages. London.

2000 *Service Level Agreements: Winning a Competitive Edge for Support & Supply Services*. Rothstein Associates. 300 pages. Brookfield, CT.

2002a *Complete Guide to IT Service Level Agreements: Matching Service Quality to Business Needs*. Rothstein Associates. 278 pages. Brookfield, CT.

2002b *The Complete Guide to IT Service Level Agreements: Aligning IT Service to Business*. Rothstein Associates. 278 pages. Brookfield, CT.

2003 *Business Continuity: Best Practices*. Rothstein Associates. 290 pages. Brookfield, CT.

Hiles, Andres and Peter Barnes (eds.)

2001 *Definitive Handbook of Business Continuity Management*. John Wiley & Sons. 410 pages. Chichester, England.

LaBounty, Char

1994 *How to Establish and Maintain Service Level Agreements*. Help Desk Institute. 37 pages. Colorado Springs, CO. [OUT OF PRINT?]

Latino, Robert J. and Kenneth C. Latino

2002 *Root Cause Analysis: Improving Performance for Bottom Line Results*. CRC Press. 245 pages. Boca Raton, FL.

Lee, John J. and Ron Ben-Natan

2002 *Integrating Service Level Agreements: Optimizing Your OSS for SLA Delivery*. John Wiley & Sons. 446 pages. Indianapolis, IN.

Lenz, Mary

1996 *The Complete Help Desk Guide*. CMP Books. 300 pages. Gilroy, CA.

Lewis, Lundy

1999 *Service Level Management for Enterprise Networks*. Artech House. 326 pages. Boston, MA.

Lyon, David D.

2003 *Practical CM: Best Configuration Management Practices for the 21st Century*. Raven Publishing Company. 267 pages. Pittsfield, MA.

Myers, Kenneth N.

1993 *Total Contingency Planning for Disasters: Managing Risk... Minimizing Loss... Ensuring Business Continuity*. John Wiley & Sons. 224 pages. New York, NY.

1999 *Manager's Guide to Contingency Planning for Disasters: Protecting Vital Facilities and Critical Operations*. John Wiley & Sons. 256 pages. New York, NY.

Moskowitz, Ken and Harris Kern

2002 *Managing IT as an Investment: Partnering for Success*. Prentice Hall PTR. 192 pages. Upper Saddle River, NJ.

Kern, Harris, Stuart Galup and Guy Nemiro

2000 *IT Organization: Building a Worldclass Infrastructure*. Prentice Hall PTR. 250 pages. Upper Saddle River, NJ.

Knapp, Donna

2003 *A Guide to Help Desk Concepts*. Course Technology. 400 pages. Boston, MA.

2004 *A Guide to Customer Service Skills for the Help Desk Professional*. Course Technology. 400 pages. Boston, MA.

Pantry, Sheila and Peter Griffiths

2001 *The Complete Guide to Preparing and Implementing Service Level Agreements*. Library Association Publications Ltd. 133 pages. London, England.

Sturm, Rick, Lisa Erickson-Harris, and Maryanne Winniford

2004 *SLM Solutions: A Buyer's Guide*. Enterprise Management Associates. 344 pages. Boulder, CO.

Sturm, Rick, Wayne Morris and Mary Jander

2000 *Foundations of Service Level Management*. SAMS. 288 pages. Indianapolis, IN.

Tardugno, Anthony F., Thomas R. DiPasquale and Robert E. Matthews

2000 *IT Services Costs, Metrics, Benchmarking and Marketing*. Prentice Hall PTR. 208 pages. Upper Saddle River, NJ.

Toigo, Jon W. and Margaret R. Toigo

2002 *Disaster Recovery Planning: Strategies for Protecting Critical Information Assets*. Prentice Hall PTR. 512 pages. Upper Saddle River, NJ.

Van Bon, Jan

2002 *World Class IT Service Management Guide*. Addison-Wesley. 368 pages. Reading, MA. [OUT OF PRINT]

2005 *IT Service Management: An Introduction Based on ITIL*. Van Haren Publishing. 240 pages. Molenwal, Zaltbommel, The Netherlands.

Van Bon, Jan (editor)

2002 *The Guide to IT Service Management, Volume I*. Addison-Wesley Pub Co. 608 pages. London, England.

Van Bon, Jan, Georges Kemmerling, and Dick Pondman (eds.)

2003 *IT Service Management: An Introduction*. Van Haren Publishing. 208 pages. Molenwal, Zaltbommel, The Netherlands.

Verma, Dinesh

1999 *Supporting Service Level Agreements on IP Networks*. SAMS Publishing. 274 pages. Indianapolis, IN.

Walker, Gary S. and Harris Kern

2001 *IT Problem Management*. Prentice Hall PTR. 256 pages. Upper Saddle River, NJ.

Wieczorek, Martin, Uwe Naujoks, and Bob Bartlett (editors)

2002 *Business Continuity*. Springer Verlag. 300 pages. Berlin, Germany.

Wooten, Bob

2002 *Building & Managing a World Class IT Help Desk*. McGraw-Hill Osborne Media. 190 pages. Berkeley, CA.