

# Outsourcing It A Governance Guide

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this management guide provides readers with two benefits first it is a quick reference guide to it governance for those who are not acquainted with this field second it is a high level introduction to isaca's open standard cobit 5.0 that will encourage further study this guide follows the process structure of cobit 5.0 this guide is aimed at business and it service managers consultants auditors and anyone interested in learning more about the possible application of it governance standards in the it management domain in addition it provides students in it and business administration with a compact reference to cobit 5.0

note this book is available in several languages chinese english this book provides a more thorough approach to service agreements than available so far it takes the material from itil best

practices one step further by providing a more comprehensive and holistic approach to service agreements

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the service catalog is a fundamental it tool covering the services themselves default capabilities measures and primary means of access and provision in short it represents the value it provides to facilitate business operations written by industry experts and using real case studies this valuable title takes the reader beyond the theoretical to focus on the real business benefits of service catalogs and how to implement them successfully within an organization services are made standard and rational leading to lower costs and increased service availability standard service products enable forecasting of demand leading to better volume discounts from vendors and improved inventory and capacity planning controls over consumption of services are enhanced the fulfillment of it services is improved with the catalog standardization of services leads to recurrent workflows rather than relatively expensive one off projects

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