



# Best Management Practice

For Portfolio, Programme, Project,  
Value, Risk and Service Management



# TSO

information & publishing solutions

## Official Publisher Product Brochure



## Best Management Practice Guidance

Best Management Practice guidance helps successful delivery against a range of business objectives and requirements. From project implementation using PRINCE2® through to establishing an effective, ongoing service management function using ITIL®, the essential elements of this guidance can be applied to every sort of business and organization.

Drawn from a range of the most successful global business experiences, these flexible and practical guidance frameworks have helped transform operations for small businesses, public sector organizations and some of the world's most successful multinationals.

Although each guidance suite may be used effectively by itself, all the frameworks are designed to integrate seamlessly. As a very basic overview, the guidance range covers:

**ITIL** – for establishing an effective ongoing service management function.

**Management of Portfolios (MoP™)** – for those who need to prioritize, control and direct all their change projects and programmes as organizational performance and funding shifts.

**Management of Value (MoV™)** – for those wishing to drive value out of change as a matter of design.

**Managing Successful Programmes (MSP®)** – for organizations that deliver change through programmes of multiple projects.

**PRINCE2** – for project management and implementation.

**Portfolio, Programme and Project Offices (P3O®)** – to enable adequate support and assurance for the organizations portfolio of programmes and projects.

**Management of Risk (M\_o\_R®)** – for those dealing with risks that weave themselves through most business operations.

Best Management Practice guidance is constantly being refined and developed by user groups with up-to-date thinking and input from specialists and academics to ensure it remains robust, relevant and adaptable.

## The Journey

For an easy-to-digest introduction to the range of best-practice guidance, how it all fits together and details on examinations, trainers and consultants go to [www.best-management-practice.tv/journey-welcome](http://www.best-management-practice.tv/journey-welcome)

Here you will find a series of short videos that highlight the benefits of adopting the products and the Best Management Practice approach.

For a more thorough introduction to each guidance check out our vodcasts and white papers series 'the basics' at [www.best-management-practice.tv](http://www.best-management-practice.tv)



## Product Websites

As well as the umbrella site [www.best-management-practice.com](http://www.best-management-practice.com) there are dedicated official sites for each specific guidance which give details on examinations, training and consultancy organisations:

- [www.itsl-officialsite.com](http://www.itsl-officialsite.com)
- [www.mor-officialsite.com](http://www.mor-officialsite.com)
- [www.msp-officialsite.com](http://www.msp-officialsite.com)
- [www.prince-officialsite.com](http://www.prince-officialsite.com)

- [www.p3o-officialsite.com](http://www.p3o-officialsite.com)
- [www.p3m3-officialsite.com](http://www.p3m3-officialsite.com)
- [www.mop-officialsite.com](http://www.mop-officialsite.com)
- [www.mov-officialsite.com](http://www.mov-officialsite.com)

## Best Management Practice Eler Services

Keep up-to-date with the latest news and views on the internationally recognized best-practice approaches.

Best Management Practice elerts include:

- News from Best Management Practice, TSO and APM Group as and when it happens
- White papers
- Event information
- eMedia
- Publication reviews
- Testimonials and case studies from those who currently adopt the Best Practice Management guidance
- Products and publication news

Simply sign up to the product elerts you would like to receive at [www.best-management-practice.com/RegisterToReceive.aspx](http://www.best-management-practice.com/RegisterToReceive.aspx)

## Tweet with us

To keep up-to-date with official information straight from the source as soon as it happens on publications, examinations, projects and much more. Follow us on Twitter [@BMPPublisher](https://twitter.com/BMPPublisher)



## Linking together!

Join our group at [www.linkedin.com/groups](http://www.linkedin.com/groups) and search for Publication Information by TSO.



## www.best-management-practice.com

[www.best-management-practice.com](http://www.best-management-practice.com) is the official umbrella site dedicated to making access to the guidance quick and easy at all levels of the adoption process. Some features of the site include:

### Best Practice Knowledge Centre

This provides a free comprehensive source of best-practice information: news from the official publisher and accreditor, news on update projects, publication reviews, case studies, white papers, the change control system and so much more.

### Change Control System

The Change Control System is the only repository of issues/changes for all PPM and ITIL best-practice products. Its purpose is to enable all issues/changes regarding the content of the best-practice products to be recorded, actioned and reported on. This aids the ongoing and continual improvement of the best-practice guidance in PPM and ITIL, and benefits the PPM and ITIL communities globally.

### Best Management Practice Publications

The site is the one-stop shop for all Best Management Practice publications in formats including print, eBooks, online subscriptions and downloadable PDFs.

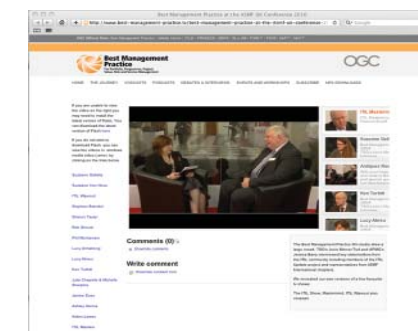
### Free Access

Along with the free Knowledge Centre, the site offers you a free access link to the online repository and standard glossaries and abbreviations found within the guidance.

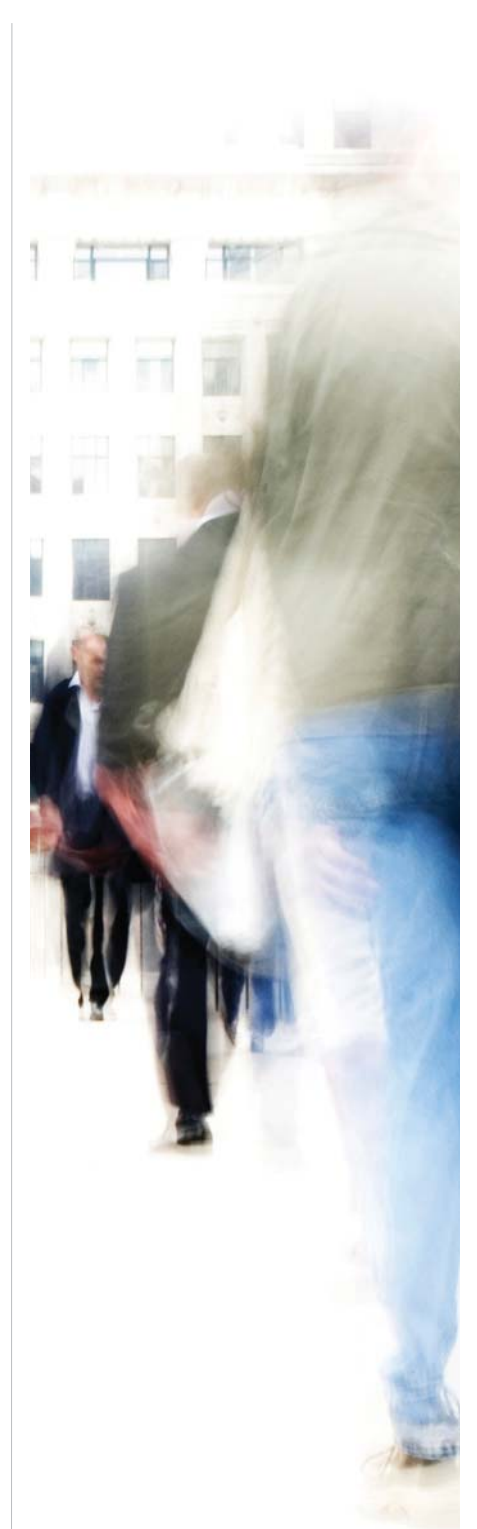
## www.best-management-practice.tv

[www.best-management-practice.tv](http://www.best-management-practice.tv) is our free eMedia area. Here you can watch and listen to experts discussing news, developments and tips connected with the guidance in a variety of formats:

- Vodcasts – follow our vodcast series
- Podcasts – download and listen to our translated podcasts
- Workshops and seminars – your chance to revisit our events or see them for the first time, from your desk
- Interviews – watch the experts discuss a range of stimulating and topical subjects
- Coming soon – Virtual conference!



We aim to release regular content to the eMedia area. To ensure you are notified upon the addition of new content simply follow us on Twitter [@BMPPublisher](https://twitter.com/BMPPublisher), join our LinkedIn Group at [www.linkedin.com/groups](http://www.linkedin.com/groups) or register for our elert service.



# Portfolio, Programme, Project, Value and Risk Management (PPM)

All organizations need to ensure that their portfolio, programmes, projects, value and risk management deliver successfully and are aligned with their overall business strategy.

Developed by Best Management Practice, the following methods offer a consistent, integrated yet flexible approach to managing change, allowing you to embrace opportunities with confidence:

- Management of Portfolios (MoP)
- Managing Successful Programmes (MSP)
- PRINCE2 (Projects in Controlled Environments)
- Management of Value (MoV)
- Management of Risk (M\_o\_R)
- Portfolio, Programme and Project Offices (P3O)

## Users

PPM guidance is used by many well known organizations around the globe, including:

- Australian Dept of Defence
- British American Tobacco
- BUPA
- Environment Agency
- Environment Canada
- Met Office
- Ministry of Defence
- National Health Service
- Rio Tinto
- The Standard Bank of South Africa

## Portfolio, Programme and Project Management Maturity Model (P3M3®)

P3M3 should be used to examine an organization's capability to manage portfolios of programmes and projects. It offers organizations a toolkit to assess current performance and put in place measurable improvement plans. It reflects the evolution of portfolio management across a wide range of industry sectors.

P3M3 contains three models that allow individual assessment of portfolio, programme and project management without any interdependencies between them, and is built around five levels of maturity for benchmarking:

- Level 1 – awareness of process
- Level 2 – repeatable process
- Level 3 – defined process
- Level 4 – managed process
- Level 5 – optimized process

For further information and to access your organization's level of maturity visit [www.p3m3-officialsite.com](http://www.p3m3-officialsite.com)



## PPM Examination and Accreditation Services from APMG



APMG supports the whole best practice portfolio with examinations which candidates can take to prove their knowledge. The PPM portfolio examinations include MoP, MSP, PRINCE2, MoV, M\_o\_R and P3O. APMG accredits training organizations throughout the world so they can offer specialized training to their candidates. APMG also sets and marks the examinations and ensures that standards are consistent globally.

To find out more about accreditation and qualifications for PPM, visit [www.apmggroup.co.uk](http://www.apmggroup.co.uk)

## PPM User Group



The Best Practice User Group (BPUG) has been set up to help users adopt, use, share and shape the application of PPM guidance.

The group runs an annual members' conference; an online forum, and various regional workshops that give users the opportunity to extend their knowledge through interaction with other members and to feedback any comments on the guidance to Best Management Practice. To find out more visit [www.usergroup.org](http://www.usergroup.org)

## Your Multi-media library

All PPM official publications are available in a range of formats so that users can select the one that is right for them and their organization:

- **Hard Copy**, the books are available individually or as a complete set
- **PDF Single User**, a non-networkable basic PDF, it is fully searchable, offers you immediate access to the publication and is available individually or as a set
- **eBook**, downloadable to most handheld devices, it allows you to look up terms, copy text, highlight and modify by adding your own text, and add bookmarks. eBooks will shortly be available for a number of readers including, Kindle, iPad, Nook, Sony and Kobo. For further information visit [www.best-management-practice.com/eBooks](http://www.best-management-practice.com/eBooks)
- **Online Annual Subscription**, the online subscription is the only way to get instant access to the latest authoritative text including access to all amendments and impressions issued throughout the year. It's basic functionality includes: dynamic content, easy navigation, bookmarking, history, cross linking between chapters and a pop-up glossary of terms

We offer packages for those wanting to share access across an organization. Please email [Digital@tso.co.uk](mailto:Digital@tso.co.uk) to discuss your requirements.

### Maximizing your access to the PPM guidance

To embed the guidance into your organization, easy access is vital. The most practical way of providing this to all core users is via electronic access, allowing you to broaden availability throughout your organization.

Multi-user licences are a legal requirement if you intend to make the guidance available on more than one workstation. They have a number of benefits:

- Maximum access to publications through any workstation within an organization
- A considerable saving over purchasing multiple online subscriptions
- Full text can be downloaded onto any intranet system, giving search capability throughout your organization
- A dedicated technical support and account management resource at TSO

Wherever you see this symbol the guidance is available as a multi-user licence. To find out more, contact our specialist Multi-user Licence Team, by emailing [Digital@tso.co.uk](mailto:Digital@tso.co.uk)



# MoP: Management of Portfolios

## Overview and benefits

Getting the best return from the total investment in change programmes and projects has always been a challenge. Ensuring successful delivery and realizing the full benefits in terms of efficiency savings and contribution to strategic objectives is of key relevance across all sectors.

It is here that Management of Portfolios plays a critical role. Developed following extensive public consultation and published after vigorous review, the guidance gives organizations of all types the tools and techniques needed to identify and prioritize their overall investment and focus their resources on the right change programmes and projects.

## How it works

Investment in the right, correctly implemented change initiatives is enabled by MoP as it ensures that:

- The programmes and projects undertaken are prioritized in terms of their contribution to strategic objectives and overall level of risk
- Programmes and projects are managed consistently to ensure efficient and effective delivery
- Benefits realization is maximised to provide the greatest return (in terms of strategic contribution and efficiency savings) from the investment made

To keep up-to-date with all the latest MoP news register for our alert service at [www.best-management-practice.com/MoPRegister](http://www.best-management-practice.com/MoPRegister)



### Management of Portfolios

Management of Portfolios equips practitioners with the grounding to apply portfolio management effectively. This publication provides guidance, illustrated by examples. It describes portfolio management and its strategic and organizational context and gives guidance on: the principles of effective portfolio management; the key practices, including examples of how they have been applied in practice; and how to implement portfolio management and sustain progress.

<b>Hard Copy</b> 9780113312948	<b>£50.00</b>
<b>PDF Single User †</b> 9780113312955	<b>£50.00</b> (£60.00 inc. VAT)
<b>eBook †</b> 9780113312962	<b>£50.00</b> (£60.00 inc. VAT)
<b>Online Subscription - Individual Access †</b> 7003182	<b>£40.00</b> (£48.00 inc. VAT)



### An Executive Guide to Portfolio Management

Specifically aimed at senior executives, the subject is discussed from a strategic perspective. This guide will help you understand how portfolio management can assist in addressing the challenges you and your organization face and how to respond to the demands for more customer-focused service.

<b>Hard Copy</b> 9780113312603	<b>£9.95</b>
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## Management of Portfolios – Publication Review

'Many organizations have invested heavily in developing project and even programme management processes and standards. They have also trained their staff in project and programme management. Both of these are important steps to delivering programmes and projects right.

However, without also investing time in identifying the right change initiatives, much of the investment in good quality programme and project management will be wasted by delivering the wrong ones.

The M\_o\_P Guide gives invaluable advice and guidance to senior managers and portfolio management professionals in understanding, prioritising and planning their portfolio of change initiatives. It helps them to understand the importance of ongoing strategic alignment and how to ensure that the portfolio is moving in the right direction.

For me, it is the missing piece of the puzzle, bringing together the existing PPM guidance.'

**Michelle Rowland, Director, A&J Project Management Ltd**

# MoV: Management of Value

## Overview and benefits

The pursuit of obtaining real value for money poses major problems for organizations that need to meet increasing demands to reduce financial resources. The first problem is that assessment of value is subjective and dependent on the needs of the consumer. This problem is not new and maximizing value is rarely done successfully.

Management of Value proposes a definition of value that embraces both monetary and non-monetary benefits, and argues that the subjectivity of value increases the need for it to be actively managed. It provides a method, supported by techniques for allocating scarce funds as effectively as possible.

## How it works

The guidance is structured around principles, themes and processes:

- The principles are based on tried-and-tested practices, and successful value management is unlikely to be achieved if these are not adopted
- The themes are continuous activities that need to be carried out to ensure the application of the principle delivers the promised value
- The set of processes define the structure of the approach and use specialist techniques to supplement the business case and provide a practical approach to getting results



## Management of Value – Publication Reviews

'MoV gives us an opportunity to look at our entire portfolio – our programmes, our projects – and decide what has to stay and what has to go without losing any of the quality.'

**John Edmonds, Pearce Mayfields**

'MoV has some really helpful techniques – the idea of 'value trees' for example – a very simple technique, but very effective. I would recommend this publication to anyone looking for the 'how' bit.'

**Melanie Franklin, Maven Training**

'It brings realism to the equation.'

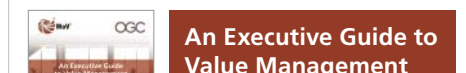
**Michael Dallas, Lead Author and Chief Examiner**



### Management of Value

The guide provides clear and unambiguous guidance to value management. It is the first cross-sector and universally applicable guidance on how to maximise value in a way that takes account of an organization's priorities, differing stakeholder needs and, at the same time, the use of resources as efficiently and effectively as possible.

<b>Hard Copy</b> 9780113312764	<b>£50.00</b>
<b>PDF Single User †</b> 9780113312771	<b>£50.00</b> (£60.00 inc. VAT)
<b>eBook †</b> 9780113312788	<b>£50.00</b> (£60.00 inc. VAT)
<b>Online Subscription - Individual Access †</b> 7003181	<b>£40.00</b> (£48.00 inc. VAT)



### An Executive Guide to Value Management

This brief guide provides a strategic overview of value management. It describes the main principles, processes and techniques and how they will deliver benefits to an organization. Included is a questionnaire to assess an organization's value management 'health' and help with how to get started and maintain progress.

<b>Hard Copy</b> 9780113312795	<b>£9.95</b>
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To keep up-to-date with all the latest MoV news register for our alert service at [www.best-management-practice.com/MoVRegister](http://www.best-management-practice.com/MoVRegister)

† Only available to order online  
‡ Available as a multi-user licence, email Digital@tso.co.uk to find out more

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‡ Available as a multi-user licence, email Digital@tso.co.uk to find out more

# MSP: Managing Successful Programmes

## Overview and benefits

MSP offers best-practice guidance to all organizations – large or small, public or private sector – to help them achieve successful outcomes from programme management, time and time again.

MSP has been developed to help achieve excellence by improving practices, offering better services and preparing more effectively for the future.

Its approach brings numerous benefits. Users find out how to:

- Plan effectively
- Focus on outcomes
- Respond to internal and external change
- Define responsibilities and clear lines of communication
- Involve stakeholders
- Analyse risk
- Audit and manage quality

## How it works

MSP creates a structured framework that acknowledges that every programme is unique but at the same time must be universally applicable, deliver quality outcomes and lasting benefits.

It is built on three, robust principles:

- It is universal – valid for every programme
- It is self-validating – has a proven track record
- It is empowering – users learn how to transform their organizations

By creating a framework that encourages organizations to focus on outcomes and anticipate issues in advance, MSP offers a framework that is proven to work even for the most challenging, multiple programmes.

## Who's involved

Because MSP has far-reaching organizational implications, it will involve a wide range of people, for example:

- Policy and strategy developers who are initiating change to ensure the policy or strategy has a feasible delivery route

- Members of the executive management board responsible for commissioning programmes
- Business managers responsible for the realization of the benefits identified within a programme
- People involved in the direction, steering or management of projects that are part of a programme
- Review team leaders and members involved in assessing programmes
- People who are members of project teams whose projects are to be implemented within a programme
- Management consultancies and service providers working within a programme



### For Successful Programme Management: Think MSP

Written in simple English, this is an affordable, introductory practical guide to MSP. This official beginners' guide introduces the concepts and principles of MSP.

**Hard Copy**  
9780113310630 **£15.00**

**eBook †**  
9780113311125 **£15.00** (£18.00 inc. VAT)



### Managing Successful Programmes

MSP helps all organisations achieve successful outcomes from their programme management time and time again. Its framework allows users to consistently manage a huge variety of programmes so that they deliver quality outcomes and lasting benefits.

**Hard Copy**  
9780113310401 **£45.00**

**French version**  
9780113312801 **£45.00**

**Coming Soon: Polish**

**PDF Single User †**  
9780113310418 **£45.00** (£54.00 inc. VAT)

**eBook †**  
9780113311101 **£45.00** (£54.00 inc. VAT)

**Online Subscription - Individual Access †**  
7003137 **£35.00** (£42.00 inc. VAT)

To keep up-to-date with news including details of the update to MSP register for publication alerts at [www.best-management-practice.com/RegisterToReceive.aspx](http://www.best-management-practice.com/RegisterToReceive.aspx)



### Managing Successful Programmes Pocketbook

A quick-reference guide for using MSP effectively.

Designed to work alongside Managing Successful Programmes.

**Pack of 10**  
9780113310654 **£35.00**



# PRINCE2: Projects IN Controlled Environments

## Overview and benefits:

Widely recognized as the de facto standard for project management, PRINCE2 provides a framework that brings together disciplines and activities involved in successful project delivery.

Put together by Best Management Practice, project management specialists and a review panel of 150 public and private sector organizations, the end result is a best practice method whose unique flexibility ensures that it can be tailored to the precise needs of your organization and used successfully on a wide variety of projects.

PRINCE2 carries you through all the essentials for running a project, from planning to implementation, and delivery to measuring outcomes. Above all, it keeps your attention firmly focused on the business case, to ensure that the project delivers and develops in line with your needs.

PRINCE2 delivers in two main areas. It will help you manage projects in such a way as to deliver wide-ranging organizational benefits, including:

- Minimized risk of projects failing to deliver
- Reduced waste and increased productivity
- Higher levels of customer satisfaction
- Confidence to take on important change projects

Secondly, it offers a robust yet adaptable method that you can embed into your working practices and apply to a range of projects.

## How it works:

Processes within PRINCE2 are designed to adapt to projects of any size and take you from planning the project to delivering its products:

- Starting up
- Initiation
- Controlling a stage
- Managing product delivery
- Managing stage boundaries
- Closing a project

The PRINCE2 method is venter-neutral, easy to learn and embodies established and proven best practice from the wide cross-section of organizations who have contributed to its evolution since the 1980s. By adopting PRINCE2 as their project management method, businesses are in effect benefiting from lessons learned by other organizations over the last few decades.

Because PRINCE2 provides a greater control of resources and the ability to manage business and project risk more effectively, its appeal extends far beyond project management specialists to directors and executive board members.

The essential components of each stage of the project are described from start to finish.

This offers:

- A common, consistent approach
- A controlled and organized start, middle and end
- Regular reviews of progress against plan
- Assurance that the project continues to have a business justification
- Flexible decision points
- Management control of any deviations from the plan
- The involvement of management and stakeholders at the right time and place
- Good communication channels between the project, project management, and the rest of the organization
- A means of capturing and sharing lessons learned
- A route to increasing project management skills of staff at all levels



### An Introduction to PRINCE2: Managing and Directing Successful Projects

This guide provides a high-level introduction to PRINCE2 covering both the 'Managing' and 'Directing' publications. It introduces the principles, processes and key themes, and gives examples of applying the method in practice.

**Hard Copy**  
9780113311880 **£25.00**

**PDF Single User †**  
9780113312009 **£25.00** (£30.00 inc. VAT)

**eBook †**  
9780113312016 **£25.00** (£30.00 inc. VAT)



### Managing Successful Projects with PRINCE2

This publication provides a universally applicable project management method

- the principles, processes and techniques that enable individuals and organizations to successfully deliver their projects within time, cost and quality constraints. Managing Successful Projects with PRINCE2 forms part of a pair of publications with Directing Successful Projects with PRINCE2.

**Manual**  
9780113310593 **£75.00**

**Chinese version**  
9780113312221 **£75.00**

**Danish version**  
9780113312238 **£75.00**

**Dutch version**  
9780113312252 **£75.00**

**French version**  
9780113312153 **£75.00**

**German version**  
9780113312146 **£75.00**

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9780113313013 **£75.00**

**Norwegian version**  
9780113312382 **£75.00**

**Polish version**  
9780113312245 **£75.00**

**Spanish version**  
9780113311651 **£75.00**

**PDF Single User †**  
9780113312023 **£75.00** (£90.00 inc. VAT)

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9780113312429 **£75.00** (£90.00 inc. VAT)

**Danish version PDF †**  
9780113312528 **£75.00** (£90.00 inc. VAT)

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**French version PDF †**  
9780113312290 **£75.00** (£90.00 inc. VAT)

**German version PDF †**  
9780113312283 **£75.00** (£90.00 inc. VAT)

**Norwegian version PDF †**  
9780113312399 **£75.00** (£90.00 inc. VAT)

**Polish version PDF †**  
9780113312511 **£75.00** (£90.00 inc. VAT)

**Spanish version PDF †**  
9780113312306 **£75.00** (£90.00 inc. VAT)

**Coming Soon: Italian version PDF †**

**eBook †**  
9780113311057 **£75.00** (£90.00 inc. VAT)

**Online Subscription - Individual Access †**  
7003146 **£65.00** (£78.00 inc. VAT)

† Only available to order online  
‡ Available as a multi-user licence, email Digital@tso.co.uk to find out more

† Only available to order online  
‡ Available as a multi-user licence, email Digital@tso.co.uk to find out more



### Directing Successful Projects with PRINCE2

A role-specific handbook for senior managers and project board members, this title describes how to oversee projects being managed using PRINCE2. It sets PRINCE2 in the wider context of project management and describes or cross-references techniques which support the PRINCE2 method. Directing Successful Projects with PRINCE2 forms part of a pair of publications. Its companion is Managing Successful Projects with PRINCE2.

**Hard Copy**  
9780113310609 **£45.00**

**PDF Single User †**  
9780113312030 **£45.00** (£54.00 inc. VAT)

**eBook †**  
9780113312047 **£45.00** (£54.00 inc. VAT)

### Managing and Directing Successful Projects with PRINCE2



**Online Subscription - Individual Access** †  
7003169 **£110.00** (£132.00 inc. VAT)



### Passing the PRINCE2 Examinations

Essential reading for those intending to take the Foundation and Practitioner courses for PRINCE2, 'Passing the PRINCE2 Examinations' has been revised to include the updated syllabus. It is also suitable for students undertaking self-study and/or online training for the exams.

**Hard Copy**  
9780113311903 **£20.00**

**PDF Single User †**  
9780113312078 **£20.00** (£24.00 inc. VAT)



### PRINCE2 Pocketbook

This title has been produced as a reference tool for the trained PRINCE2 Practitioner, who is assumed to be familiar with the method and the terminology. This publication should be used in conjunction with Managing Successful Projects with PRINCE2 which contains full details of the method.

**Pack of 10**  
9780113311910 **£35.00**



### The Executive Guide to Directing Projects: within a PRINCE2 and MSP Environment

An executive summary of the full guidance in a portable format suitable for easy cross-reference or a quick read for a busy project board member who already has an understanding of PRINCE2.

**Hard Copy**  
9780113311897 **£25.00**

**PDF Single User †**  
9780113312214 **£25.00** (£30.00 inc. VAT)

**eBook †**  
9780113312443 **£25.00** (£30.00 inc. VAT)



### Fundamentals of Benefit Realization

A practical guide to benefit realization for all those who are responsible for change - directors, senior responsible owners (SROs), programme managers, change managers, project managers, benefit facilitators, P3O, PMO and PSO managers.

**Hard Copy**  
9780113312597 **£30.00**



### Agile Project and Service Management: delivering IT services using PRINCE2, ITIL and DSDM Atern

This publication offers practical guidance on how to deliver an IT Service by employing ITIL, PRINCE2, and DSDM Atern together and discusses all three approaches, provides an overview, and the benefits of each. It also describes the issues that arise from implementing ITIL, the structure and content of PRINCE2, the breadth of DSDM and how they fit together, where the common areas sit, and where the specialities for each exist.

**Hard Copy**  
9780113310975 **£30.00**



### Managing Portfolios of Change (with MSP for Programmes and PRINCE2 for Projects)

This unique publication offers practical and pragmatic advice on how to integrate MSP and PRINCE2 within a cohesive portfolio-driven framework that reinforces the best-practice principles of both methods, whilst allowing the strategic alignment and organizational ownership of good portfolio management.

**Hard Copy**  
9780113310753 **£30.00**

**eBook †**  
9780113310777 **£30.00** (£36.00 inc. VAT)



### Focus on Skills Series

The Focus on Skills Series Suite combines three publications and explores the various 'soft skills' that are demonstrated by effective Project and Programme Managers. The titles contain management theories and a step-by-step guide to how the key skills within each skill set can be demonstrated in different situations. This and is backed up by examples and anecdotes from project managers in different industry sectors in both the public and the private sector.

#### Focus on Skills Series Suite

This set represents a £15 saving against purchasing the titles individually

9780113310838 **£60.00**

#### Focus on Skills: Leadership Skills for Project and Programme Managers

9780113310807 **£25.00**

#### Focus on Skills: Team Management Skills for Project and Programme Managers

9780113310814 **£25.00**

#### Focus on Skills: Communication Skills for Project and Programme Managers

9780113310821 **£25.00**



### APMP for PRINCE2 Practitioners

The publication provides a basic level study guide to enable candidates familiar with the PRINCE2 2005

Edition to prepare for the APMP exam. This title provides APMP exam candidates with a single source of reference material that covers both pre and on-course information and all aspects of the syllabus.

**Hard Copy**  
9780113310951 **£35.00**



### Improving Project Performance using P2MM

The PRINCE2 Maturity Model (P2MM) enables an organization to assess the maturity level for their use of PRINCE2. It can also be used to assure the customer that the supplier they have chosen is able to use PRINCE2 effectively. This title, based on the PRINCE2 2005 Edition, introduces P2MM and offers support and guidance for those wishing to use it. It provides case studies to maturity level 3, implementation and self-assessment goals, and sets P2MM in the P3M3 context.

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**eBook †**  
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### Agile Project Management: Running PRINCE2 projects with DSDM

Based on the PRINCE2 2005 Edition and DSDM (Dynamic Systems Development Method), two of the most established and internationally recognised project management approaches. Agile Project Management first explores the differences between the two approaches before showing where they overlap and how they can be integrated to create a new best-of-breed framework suitable for all project environments.

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## Directing Successful Projects with PRINCE2 – Publication Review

'Directing Successful Projects with PRINCE2 allows organizations to clearly define roles and responsibilities and integrate with job roles, personal reviews, objectives and in the wider world the likes of the balanced scorecard. The material is concise, clear and can be easily used as a reference guide – making it an ideal purchase for senior players in any organization.'

**Rachel Dunscombe, Head of Service Management, NHS North West**

† Only available to order online

‡ Available as a multi-user licence, email [Digital@tso.co.uk](mailto:Digital@tso.co.uk) to find out more

† Only available to order online

‡ Available as a multi-user licence, email [Digital@tso.co.uk](mailto:Digital@tso.co.uk) to find out more

# M\_o\_R: Management of Risk

## Overview and benefits

Almost every decision taken within an organization has an upside and a downside and involves some degree of risk. Aimed at everyone who has ever made an important decision, M\_o\_R is a robust yet flexible framework that allows organizations to assess risk accurately time and time again.

The far-reaching benefits of risk management include:

- A better base for developing strategy
- Greater confidence in decisions once taken
- Improved service delivery
- Greater competitive advantage
- Less time spent fire-fighting
- Improved prospects for change initiatives
- Closer focus on doing the right thing properly
- More efficient use of resources
- Reduced waste and fraud, and better value for money
- Better management of contingent and maintenance activities

## How it works

M\_o\_R is a route map for risk management. It combines an overall approach with a set of processes, at the same time as providing pointers to more detailed risk management solutions. It also shows people how to embed these practices, review them, and where necessary adapt them to changing circumstances.

To manage risk over the long term, risk management must be embedded, reviewed and constantly improved. At the heart of M\_o\_R lies these core concepts:

**M\_o\_R Principles:** these recognize that risk management is a subset of internal controls.

**M\_o\_R Approach:** principles must be adapted to each organization – and agreed and clearly defined.

**M\_o\_R Processes:** six distinct process steps ensure that risk is systematically identified, assessed and controlled.

M\_o\_R is under constant review so that the most practical and intelligent approaches to risk management can apply to the current realities of operations, planning and strategy.



### Management of Risk: Guidance for Practitioners

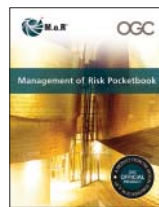
Every organization must find the right balance between opportunities and threats in managing its risks. M\_o\_R takes a best practice approach, which offers a structured and effective framework for risk management. Its aim is to help organisations to achieve their objectives by first identifying the risks, and then choosing the right response to the threats and opportunities that are created by uncertainty. This publication is invaluable across all organizational activities from strategic, programme, project or operational perspectives.

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**Online Subscription - Individual Access** †  
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### Management of Risk Pocketbook

This pocketbook provides a summary view of the detailed practitioner guidance and is a valuable introduction to a risk management approach that can be used across all organizational activities from strategic, programme, project or operational perspectives.

**Pack of 10**  
9780113312986    **£35.00**



# P3O: Portfolio, Programme and Project Offices

## Overview and benefits

PRINCE2, Managing Successful Programmes and Management of Risk all touch on the need to provide adequate support structures for these best practices.

P3O - aligned to PRINCE2, MSP, and M\_o\_R - brings together in one place a set of principles, processes and techniques to facilitate effective portfolio, programme and project management through enablement, challenge and support structures. These structures also bridge the gap between the strategy/policy makers and the delivery arm of the organization.

The purpose of the P3O guidance is to provide universally applicable guidance that enables individuals and organizations to successfully establish, develop and maintain appropriate business support structures that allow:

- Informed senior management decision making on strategic alignment, prioritization, risk management, optimization of resource, etc. to successfully deliver their business objectives (portfolio management)
- Identification and realization of business outcomes and benefits via programmes
- Successful delivery of project outputs that enable benefits within time, cost and quality restraints

## How it works

The guidance includes:

- An introduction to P3O - why, when and how to use P3O models, including the difference between portfolio, programmes and project environments and their different requirements.
- What value P3O can bring to the organization including a business case, funding models and performance measures
- An overview of the different P3O models with examples
- Details on the functions/services and techniques/tools used by units of a P3O model



### For Successful Portfolio, Programme and Project Offices: Think P3O

This title accompanies the P3O guidance and is an affordable and practical introductory guide to P3O. It discusses the different types of P3O, the benefits of the lifecycle, and the key steps in setting up a P3O. The publication looks at the mechanics of a P3O, specifically the necessary functions, services, tools and techniques.

**Hard Copy**  
9780113311255    **£15.00**



### Portfolio, Programme and Project Offices (P3O)

This guide describes why, when and how to use portfolio, programme and project office (P3O) models. It describes what a P3O is, defining the two key types of P3O, and goes on to answer the question posed by senior management: "Why have P3Os and what value do they add to the organization?" It also includes business cases, funding models for set-up and ongoing costs and performance measures.

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9780113311248    **£45.00**  
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7003165    **£35.00** (£ 54.00 inc. VAT)



### Portfolio, Programme and Project Offices Pocketbook

A quick-reference guide for using P3O effectively, designed to be used alongside the P3O guidance.

**Pack of 10**  
9780113311279    **£35.00**

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## ITIL

### Overview and benefits

ITIL is the most widely accepted approach to IT service management (ITSM) in the world.

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- Reduced costs
- Improved IT services
- Increased levels of customer satisfaction
- Comprehensive standards and guidance
- Boosted productivity
- Enhanced use of skills and experience
- More effective delivery of third-party service

### How it works

Because ITSM is driven both by technology and the many different organizational environments in which it operates, it is in a state of continual evolution and derives enormous benefits from a best-practice driven approach. Based on expert advice and input from users, ITIL guidance is both current and practical, combining the latest thinking with sound common sense.

### A lifecycle approach

ITIL is based upon a lifecycle approach and the core guidance consists of five publications:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement.

Each of the five publications represents a stage in the ITIL service lifecycle. With each stage influencing and relying upon the others, the lifecycle moves cyclically from service strategy (where the business requirements are set) to the design, transition, operation and continual improvement of IT services.

The lifecycle is driven by business needs and requirements and has a continual feedback system built into every stage to ensure that an organization's service management offering continues to provide measurable value to the business.

The process-based framework of the service lifecycle can be adopted and adapted by organizations of all types and sizes.

For information on all aspects of ITIL please visit [www.best-management-practice.com/knowledge-centre/white-papers](http://www.best-management-practice.com/knowledge-centre/white-papers) where you will find a series of free alignment white papers.

### Users

ITIL has been adopted by hundreds of organizations worldwide, including these well-known names:

- Microsoft
- IBM
- NASA
- HSBC
- Disney
- Procter & Gamble
- British Airways
- Ministry of Defence
- Shell
- Hewlett Packard

For testimonials and case studies from organizations that have adopted ITIL, visit the Knowledge Centre located at [www.best-management-practice.com](http://www.best-management-practice.com)

### Examination and Accreditation Services from APMG



ITIL examinations are offered through accredited examination institutes. APMG's role as official accreditor for the ITIL qualification scheme allows them to license other examination institutes (EIs) to administer ITIL qualification and accreditation activities. APMG works in close partnership with these organizations to approve training and administer examinations. All approved EIs are assessed by independent auditors appointed by APMG in accordance with the principles of international best-practice standards. The EIs have been granted permission to administer the scheme for ITIL accreditation and qualifications and have a place on the Qualifications Board. EIs undertake the following activities:

- Approve training organizations through the standards and mechanisms audited and agreed by APMG.
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APMG.

For more information on accreditation please contact [accreditation@apmggroup.co.uk](mailto:accreditation@apmggroup.co.uk)

For details on ITIL qualifications, the qualification scheme and credit system, visit [www.itil-officialsite.com](http://www.itil-officialsite.com)

### Examination Institutes

Official professional qualifications based on ITIL are currently being offered by the following Examination Institutes (EIs):

**APMG-International**  
[www.apmg-international.com](http://www.apmg-international.com)

**Cert-IT**  
[www.cert-it.com](http://www.cert-it.com)

**CSME**  
[www.csme.us](http://www.csme.us)

**Dansk IT**  
[www.dansk-it.dk](http://www.dansk-it.dk)

**DF Certifying AB**  
[www.dfs.se/dfcertifying](http://www.dfs.se/dfcertifying)

**EXIN**  
[www.exin-exams.com](http://www.exin-exams.com)

**ISEB**  
[www.bcs.org](http://www.bcs.org)

**Loyalist Certification Services**  
[www.lcsexams.com](http://www.lcsexams.com)

**PEOPLECERT Group**  
[www.peoplecert.org](http://www.peoplecert.org)

**TÜV SÜD**  
[www.tuev-sued.de](http://www.tuev-sued.de)

### The IT Service Management Forum (itSMF)

**itSMF International**  
*The IT Service Management Forum*

itSMFI is a global, independent, internationally recognized not-for-profit organization dedicated to promoting excellence in IT service management. The itSMFI organization is wholly owned and principally run by its members. itSMFI's community is currently comprised of 52 international chapters. Each of these chapters essentially runs itself, with guidance and support from the international body.

Further details, and links to local chapters can be found at [www.itsmf.org](http://www.itsmf.org)

To keep up-to-date with ITIL news, register for the alert service at [www.best-management-practice.com/ITILRegister](http://www.best-management-practice.com/ITILRegister)

### Your multi-media ITIL library

ITIL publications are available in a number of formats to ensure that all user needs and demands are met.

Available formats:

- **Hard Copy**, the books are available individually or as a complete set
- **PDF Single User**, a non-networkable basic PDF, it is fully searchable, offers you immediate access to the publication and is available individually or as a set
- **eBook**, downloadable to most handheld devices, it allows you to look up terms, copy text, highlight and modify by adding your own text, and add bookmarks. eBooks will shortly be available for a number of readers including, Kindle™, iPad, Nook, Sony Reader and Kobo. For further information visit [www.best-management-practice.com/eBooks](http://www.best-management-practice.com/eBooks)
- **Online Annual Subscription**, the online subscription is the only way to get instant access to the latest authoritative text including access to all amendments and impressions issued throughout the year

The online subscription's basic functionality includes: dynamic content, easy navigation, bookmarking, history, cross-linking between chapters and a pop-up glossary of terms

### Maximizing your Access

To embed the guidance into your organization, easy access is vital. The most practical way of providing this to all core users is via electronic access, allowing you to broaden availability throughout your organization.

Multi-user licences offer the greatest access to the guidance and are based on the number of users accessing the content at the same time. For example, if your company has 500 employees but only expects 10 to access the guidance simultaneously, a licence for 10 concurrent users would be appropriate. For further information on corporate subscriptions, to discuss your requirements or to obtain a quote please email [Digital@tso.co.uk](mailto:Digital@tso.co.uk)

Online Annual Subscriptions are available in Japanese. For further information or to place an order please visit [www.best-management-practice-til.jp](http://www.best-management-practice-til.jp)

Online Annual Subscriptions will be available in Chinese soon! For further information visit [www.best-management-practice-til.cn](http://www.best-management-practice-til.cn)

Wherever you see this symbol the guidance is available as a multi-user licence.



### Introduction to the ITIL Service Lifecycle

This publication introduces readers to the

principles behind the Version 3 guidance, before taking them through the five core titles, chapter by chapter. Each chapter concludes with key messages and lessons, showing how the introduction relates to the full library with its deeper levels of practice expertise and structured application.

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### ITIL Lifecycle Publication Suite

Buying the complete set of five core lifecycle publications offers a saving of nearly 30% against purchasing the titles individually. The suite is comprised of Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

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**German version**  
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7003158 **£265.00** (£318.00 inc. VAT)

Also available in: Japanese



### Service Strategy (SS)

A view of ITIL that aligns business and IT so that each brings out the best in the other. It ensures that every stage of the

service lifecycle stays focused on the business case and relates to all the companion process elements that follow. Subsequent titles will link deliverables to meeting the business goals, requirements and service management principles described in this publication.

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Also available in: Japanese

**Coming Soon: Chinese**



### Service Design (SD)

In order to meet current and future business requirements, Service Design provides guidance on the production and maintenance of IT policies, architectures and documents for the design of appropriate and innovative IT infrastructure services solutions and processes.

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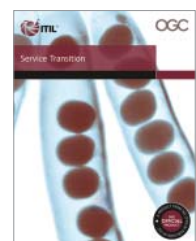
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### Service Transition (ST)

Service Transition focuses on the broader, long-term change management role and release practices so that risks, benefits, delivery mechanisms and the ease of ongoing operations of service are considered. This publication provides guidance and process activities for the transition of services into the business environment.

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### Service Operation (SO)

By focusing on delivery and control process activities, a highly desirable steady state of managing services can be achieved on a

day-to-day basis. To ensure it is integrated with the rest of the ITIL library, guidance is based on a selection of familiar service support and service delivery control points.

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### Continual Service Improvement

Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasized the importance of

continual improvements. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement.

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### Key Element Guides

These pocketbooks, produced in conjunction with ITSMFI, provide a handy reference guide to the core ITIL Lifecycle publications. These titles discuss ITIL, its evolution and the need for the service lifecycle approach. They examine what is meant by a best-practice framework, how this relates to 'common practice', and degrees of prescription and what compliance means. Their main focus is to provide an overview of the principles, objectives and key elements of each of the core ITIL lifecycle publications. These titles also provide guidance on other publications and links to external practice, frameworks and standards.

### Key Element Guide Suite

Pack of 5 (Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement) Key Element Guides.

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9780113310883	<b>£38.00</b>
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### ITIL Lite: a road map to full or partial ITIL Implementation

ITIL Lite is aimed at encouraging organizations to adopt ITIL V3 by selecting and implementing key components. For many reasons, not every organization can adopt the whole of ITIL V3. This publication explains which components are essential and how to select the appropriate components for implementation. The title is based around a project template to help readers prepare their own projects.

#### Hard Copy

9780113312122	<b>£30.00</b>
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### ITIL V3 Small-scale Implementation

This publication provides guidance to smaller organizations which wish to implement the ITIL V3 guidance or who are already using it and wish to improve their IT service management. The publication discusses the significance of size, the characteristics of small organizations and how to scale ITIL down.

#### Hard Copy

9780113310784	<b>£40.00</b>
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#### PDF Single User †

9780113311163	<b>£40.00</b> (£48.00 inc. VAT)
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### ITIL V3 Guide to Software Asset Management

This guide has been developed to assist with understanding what Software Asset Management (SAM) is and to explain what is required to perform it effectively and efficiently as identified in industry 'best practice'.

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### Building an ITIL-based Service Management Department

Written by Malcolm Fry, one of the leading experts on ITIL, this title explains, in a structured and logical manner, how to build an ITIL-based service management department that will both support and supplement the ITIL V3 processes.

#### Hard Copy

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### Agile Project and Service Management: delivering IT services using ITIL, PRINCE2 and DSDM Atern

This title offers practical guidance on how to deliver an IT service by employing ITIL, PRINCE2 and DSDM Atern. It discusses the three approaches and gives an overview and the benefits of each. It also describes the issues that arise from implementing ITIL, the structure and content of PRINCE2 and the breadth of DSDM.

#### Hard Copy

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### Share your approach to best practice

Share your learning and knowledge of best practice implementation with the community. Contribute to the Best Management Practice website by providing a case study about how your organization has implemented and incorporated ITIL. Submit a case study by filling in our template at [www.best-management-practice.com/knowledge-centre](http://www.best-management-practice.com/knowledge-centre)

† Only available to order online

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**ITIL V3 Planning to Implement Service Management**

This handbook provides advice and guidance to organizations considering implementing service management.

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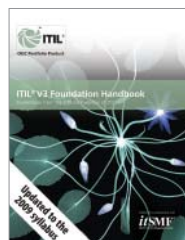
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