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# PRESS RELEASE



*For release*  
23 January 2012

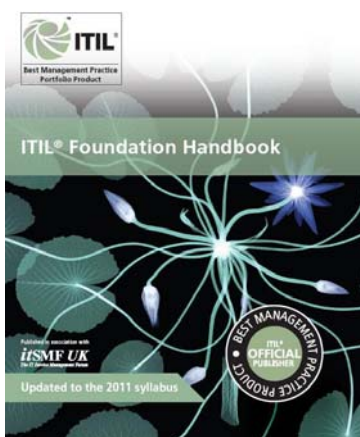
## **TSO publishes new ITIL® Foundation Handbook Updated study aid for exam preparation (2011 syllabus)**

TSO (The Stationery Office), official publisher of ITIL, is publishing an updated edition of the best-selling ITIL Foundation Handbook, which has been authored by the IT Service Management Forum UK (itSMF UK) and endorsed by the ITIL Official Accreditor.

The ITIL Foundation Handbook is designed to help students prepare for their Foundation exam, and provides valuable reference material for managers, practitioners, vendors and consultants. A paperback publication of 108mm wide x 140mm deep, it maintains the pocket-sized format of earlier editions, whilst adding additional material to ensure that students achieve a sufficient depth of understanding across all elements of the updated ITIL guidance.

“This publication builds on the success of its predecessors,” explains Ian Fik, Best Management Practice Account Manager. “It has more pages than the V3 Handbook, but strikes just the right balance between a handy pocketbook and a comprehensive study aid. The pocketbook covers all the relevant information needed to prepare for the Foundation exam, but is still small enough to carry around for quick reference, either within the workplace or while on the go.”

The new handbook describes the key principles and practices of IT service management, and includes a chapter on each of the components of the lifecycle: service strategy, service design, service transition, service operation and continual service improvement. It provides relevant information needed by students studying for their Foundation exam and comprehensive referencing back to the core materials.



**[ITIL Foundation Handbook: Pocketbook from the Official Publisher of ITIL](#)** publishing 31 January 2012

**£10.95 for a single copy**

**£109.50 for a pack of 10**

A PDF edition is expected shortly.

Purchases can be made [online](#) or by telephoning  
+44 (0) 870 243 0123 quoting reference code: HCB.

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**For further information on *ITIL® Foundation Handbook (Updated to the 2011 syllabus)*, and for the availability of review copies, please contact:**

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## **NOTES TO EDITORS:**

### **ITIL®**

ITIL is the most widely accepted approach to IT service management in the world. Providing a cohesive set of best-practice guidance drawn from the public and private sectors across the world, it has recently undergone an update, resulting in the publication of the ITIL 2011 editions.

ITIL best practice is based on expert advice and input from ITIL users around the world, making it both current and practical, combining the latest thinking with sound, common sense guidance.

[www.best-management-practice.com/IT-Service-Management-ITIL](http://www.best-management-practice.com/IT-Service-Management-ITIL)

### **TSO**

TSO (The Stationery Office) was established in 1996, when the trading functions of HMSO were privatised. 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 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 Management Practice and is the only official publisher of its best-practice guidance, managing update and refresh projects on behalf of the Cabinet Office.

[www.tso.co.uk](http://www.tso.co.uk)

### **itSMF UK**

The IT Service Management Forum UK (itSMF UK) is the founding chapter of what is now an internationally recognised and independent forum for IT service management professionals. itSMF is the not-for-profit international community for IT service management professionals, with more than 50 chapters worldwide and a coordinating organization – itSMF International.

The UK chapter, founded in 1991, provides members with a forum to exchange views, share experiences and participate in the continuous development and promotion of best practice and standards.

itSMF UK offers members an accessible network of industry experts, information sources and events focusing on relevant IT service management issues to help professionals target high quality services both internally and externally and to promote the adoption of best practice.

[www.itsmfi.org](http://www.itsmfi.org) and [www.itsmf.co.uk](http://www.itsmf.co.uk)

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