Best Practice and Business Management Publications Catalogue

Who are TSO?

TSO (The Stationery Office) is a leading specialist publisher of professional and technical content with an impressive heritage and proven track record of delivery.

TSO delivers high quality, trusted content that is tailored to user needs for business-critical outcomes. TSO combines publishing and technology capabilities to deliver quality content to professionals and organizations across the world.

TSO Talks

Coming Soon

An exciting new podcast just for the publishing industry.

Are you looking for a good listen? How about a brand-new podcast all about the publishing industry? Tune in to TSO Talks soon.

Design Thinking Basics: An Introduction to the DTMethod

Design thinking is an approach to designing new products, processes and services (solutions).

Design thinking is not a single methodology but a way of working that involves different methods of operation.

By learning and practicing the DTMethod, organisations will benefit by:

- reducing risk by assessing if projects are feasible before they start
- reducing costs for projects
- increasing the benefits obtained by products, processes and services
- reducing uncertainty about the duration and level of people's involvement in the Design Thinking process.

Complements APMG certification

Title	ISBN	Format	Price
Design Thinking Basics: an introduction to the DTMethod	9780117093904	Book	£35.00
	9780117094222	PDF	£35.00

Critical Communication Capability® Framework

The Critical Communication Framework (CCC®) Framework is a comprehensive body of practical knowledge that is designed to provide you with a shared frame of reference for handling crises more efficiently and effectively.

The CCC® framework is relevant to any organisation and the individuals within an organisation. It will:

- help professionals working in digital organisations learn and demonstrate the skills they need to handle critical situations.
- break down silos in digital organisations and provide a shared frame of reference so organisations and teams have a shared objective when an issue arises.
- provide a framework of best practices and drills for how to detect and effectively handle problems.

Courseware coming soon

Title	ISBN	Format	Price
Critical Communication Capability® Framework	9780117093782	Book	£50.00
	9780117094253	PDF	£50.00

It's time to think differently about cybersecurity

Cybersecurity is not just an Information Technology (IT) problem. The financial, legal, operational and reputational risk to business is immense. Addressing the people, processes and policies in place across all parts of an organization is essential.

The DVMS Institute is a new and exciting venture from the creators of the NIST Cybersecurity Professional training scheme and our vision is to make cybersecurity a priority issue for the whole enterprise.
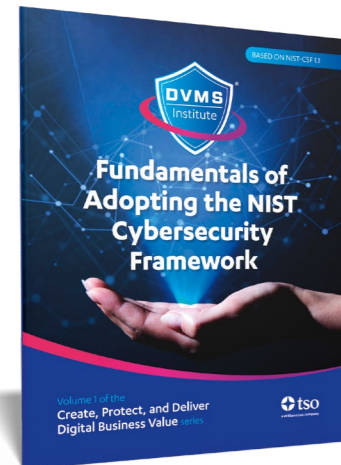
Fundamentals of Adopting the NIST Cybersecurity Framework

Fundamentals of Adopting the NIST Cybersecurity Framework' (Part of the Create, Protect and Deliver Digital Business Value series) is the first book in a series from the DVMS Institute designed to change the way organizations think about cybersecurity in the context of Creating, Protecting and Delivering digital business value.

Title	ISBN	Format	Price
Fundamentals of Adopting the NIST Cybersecurity Framework	9780117093706	Book	£50.00
	9780117093713	PDF	£50.00
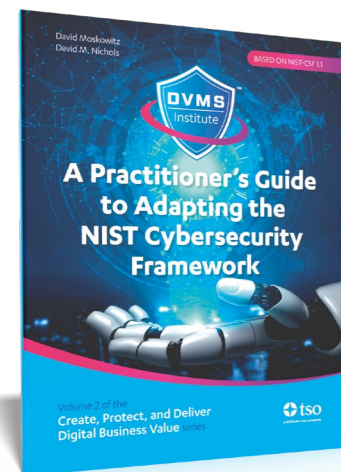
Practitioner's Guide to Adapting the NIST Cybersecurity Framework:

Will provide practitioners with detailed guidance on creating a NIST Cybersecurity Framework risk management program using NIST Special Publication 800-53, the DVMS Institute's CPD Model, and existing digital business systems. The outcome is a cyber risk management program and culture fit for use, auditable for purpose, and aligned with global cybersecurity frameworks, standards, and regulations.

Title	ISBN	Format	Price
Practitioner's Guide to Adapting the NIST Cybersecurity Framework	9780117093959	Book	£80.00
	9780117093966	PDF	£80.00

Human-centred design for IT service management 2nd Edition

Human-centred design is about empathising with users. It puts users first to understand their motivations, pain points, needs & desires in the design & support of IT services.

Ultimately the goal of Humanising IT™ is to break down the barriers, not just between businesses and IT departments, but within IT departments themselves.

Topics to improve your understanding include:

- an overview of human-centred design principles, tools & techniques and how these can be integrated with IT service management.
- how IT service management should serve the wider goals of the organisation.
- an innovative approach to value stream mapping. Learn how to map IT service management to support your business outcomes.
- reducing uncertainty about the duration and level of people's involvement in the Design Thinking process.

Title	ISBN	Format	Price
Human-centred design for IT service management Second Edition	9780117094376	Book	£50.00
	9780117094383	PDF	£50.00

PMO Competency Framework

PMO Competency Framework is a guide for PMO professionals interested in assessing and developing organisation-wide, team and personal competences within a PMO environment.

This publication provides a standard and a toolset to allow PMO professionals to understand, assess and develop the skills, behaviours and experience to achieve their PMO goals and career potential.

Aligned with the House of PMO Essentials examinations from APMG International; it serves as an official reference guide for the course.

What is in the publication

- contains the key knowledge, skills and behaviours.
- describes the 24 core competences across four role profiles, across four different PMO contexts.
- essential self-assessment templates included.

Title	ISBN	Format	Price
PMO Competency Framework	9781838395209	Book	£35.00
	9780117092372	PDF	£32.00
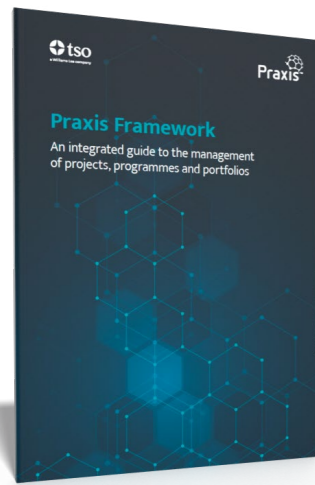
Praxis Framework: An integrated guide to the management of projects, programmes and portfolios

The Praxis Framework integrates project, programme and portfolio management into one single guide. It provides a comprehensive approach for effective project, programme and portfolio management within a single framework, removing the duplication and repetition of studying three separate approaches.

Key features:

- integrated guide to the management of projects, programmes and portfolios.
- combines knowledge, processes, competence and capability into a single, coherent and integrated framework.
- applicable to all areas in both the public and private sectors.
- full of practical tools and real examples.
- it can be tailored for use in many, widely varied contexts.

Complements APMG certification

Title	ISBN	Format	Price
Praxis Framework - An integrated guide to the management of projects, programmes and portfolios	9780117094208	Book	£50.00
	9780117094307	PDF	£50.00

Project, Programme and Portfolio Governance (P3G)

The go to guide for project governance.

The purpose of this guide is to provide the knowledge and understanding necessary to design, implement and operate effective and efficient project governance arrangements for an organisation's portfolio and programmes.

Key features:

- provides the knowledge and understanding necessary to design, implement and operate effective and efficient project, programme and portfolio governance arrangements.
- shows how governance can be adapted to the specific organizational and project/programme circumstances.
- applicable to all areas in both the public and private sectors.
- explains both the "how" and the "why" about project governance.
- grounded in logic and practice.
- practical, pragmatic, principles-based approach.
- addresses both traditional and agile method.

Title	ISBN	Format	Price
Project, Programme and Portfolio Governance (P3G)	9780117093768	Book	£50.00
	9780117093775	PDF	£50.00

TSIM: The Telehealth Framework – A comprehensive guide to telehealth implementation and optimization

The Telehealth Service Implementation Model (TSIM) is a structured framework for the development, implementation, and long-term sustainability of telehealth services.

Key features:

- TSIM has evolved from the extensive telehealth experience and expertise of the Medical University of South Carolina (MUSC), .
- the comprehensive model developed by MUSC provides a six-phase approach, a common terminology, and standardised processes to address the challenges of digitising healthcare.
- TSIM is intended for telehealth leaders and teams that are responsible for their organisation's digital transformation efforts. TSIM helps leaders simplify and deliver the complex process by providing a clear roadmap and structure.
- TSIM provides the roadmap for a digital transformation that will deliver efficient, effective, and high-quality care.

**Courseware available
www.tsimtelehealth.com**

Title	ISBN	Format	Price
The Telehealth Framework - A comprehensive guide to telehealth implementation and optimization	9780117092969	Book	£65.00
	9780117093614	PDF	£65.00
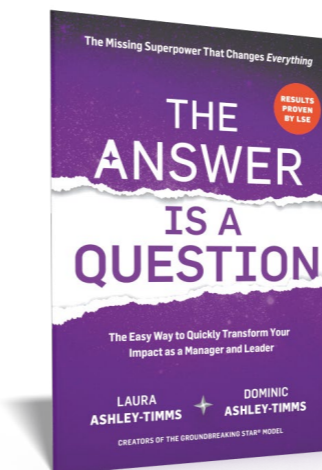
The Answer is a Question

With ever-increasing workloads, demanding schedules, and growing instability, it's little wonder that our stress levels are rising whilst employee engagement everywhere is miserably low. The world has changed and impacted how we work, yet our management models have not kept pace; we're still trying to manage as we always have—by simply taking on more and more.

But what if instead of bringing your problems every day, those you work with started generating the solutions themselves?

What if your team could step up and take work off you so that you got 20 percent of your time back?

What if making one small change could transform not only your team's engagement levels but also your career?

In The Answer Is a Question, multi-award-winning performance consultants Dominic and Laura Ashley-Timms set out a simple approach for rehumanising the practice of management.

In a step-by-step walk-through of their ground-breaking STAR® model (used by FTSE and Fortune 500 companies), they'll show how you can develop a new superpower that's been proven to work by the London School of Economics and Political Science (LSE) in a major academic study across sixty-two organisations.

| Title	ISBN	Format	Price
The Answer is a Question: The Missing Superpower that Changes Everything and Will Transform Your Impact as a Manager and Leader	9780117093911	Book	£19.99
	9780117094514	PDF	£19.99
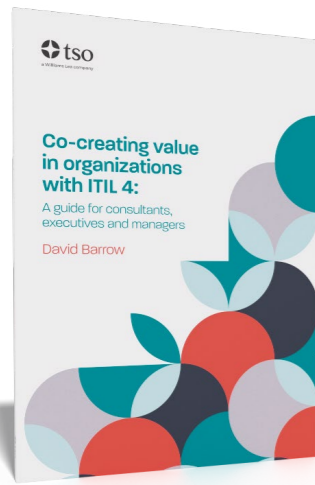
Co-creating Value in Organizations with ITIL 4: A Guide for Consultants, Executives and Managers

This title expands on the principle of value co-creation described in ITIL 4. Based on the author's personal experience across different business sectors, he presents valuable insight and practical guidance on how to balance ITIL with real world situations. It is an essential read for every executive who is concerned about the long-term viability and value of their organization.

Key features:

- why ITIL is more than just IT.
- defining value.
- balancing organizational values.
- balancing supplier value.
- delivering value to customers.
- the value of reporting.
- adopting a practice-based approach.
- embedding continual service.

Title	ISBN	Format	Price
Co-creating Value in Organizations with ITIL 4: A Guide for Consultants, Executives and Managers	9780113318513	Book	£29.99
	9780113318438	PDF	£29.99
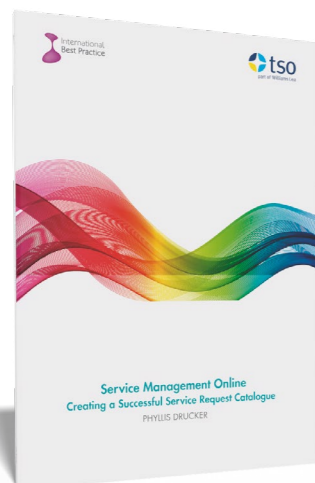
Service Management Online: Creating a Successful Service Request Catalogue

This is a practical guide for anyone involved with the creation and development of efficient service request catalogues for consumer and business services. In order to have smooth online transactions, the service request catalogue is critical.

The author provides practical guidance as well as distinguish the differences between defined services and requests associated with them. Also included are topics such as integrating governance, tool considerations and catalogue measurement and improvement.

Key features:

- practical guide to implementing a service request catalogue.
- background information on defining services and service offerings.
- how to streamline request fulfilment processes.
- tips and tricks for designing an effective service portal and service request catalogue.
- a guide on how to select the right tools.
- how to measure success and integrate governance.
- strategies for ensuring adoption.
- first title on this topic written by a highly experienced author.
- a selection of templates that you can use in your daily work routine.

Courseware coming soon

Title	ISBN	Format	Price
Service Management Online: Creating a Successful Service Request Catalogue	9780117082915	Book	£35.00
	9780117082922	PDF	£35.00

A Practical Guide to Project Planning: A Step-by-step Approach

This title provides a step-by-step guide to creating and implementing a successful project plan, it describes the various roles, techniques and responsibilities of planning a project.

Key features:

- a practical guide on planning for project managers who want to deliver success.
- relates to any framework of project management.
- each chapter includes techniques, examples and highlighted tips.
- readers are led through simple and complex case examples bringing project planning to life.
- the appendices include a list of project plans and a project plan summary.
- written by highly experienced authors.

Title	ISBN	Format	Price
A Practical Guide To Project Planning: A Step-by-step Approach	9780117082854	Book	£28.00
	9780117082861	PDF	£28.00

Performance-driven IT: How metrics can transform IT services and operations

With an approach to metrics this book lists some of the questions that need be asked at all levels of the organization to make sure it's on track to meet the agreed strategic objectives.

Performance-driven IT forces you to rethink how we use the data that we are swamped with every day. 'Too much information' is a common cry in business and this title makes a compelling case for reviewing available data sets. Those that are maintained need to be acted on to refocus the organization on the required strategic outcomes along the way, so that the metrics used to measure and manage performance become dynamic.

Key features:

- in an anecdotal manner the author highlights how metrics can be used to drive organizational change and meaningful improvement in service delivery.
- the overall theme is utilizing service management statistics for success.
- engagingly written in every day business language , it puts the IT function into a strategic business context.
- the publication delivers real-life examples that will resonate with it audience and sets out the methods and processes by which an organization can achieve key transformation.

Title	ISBN	Format	Price
Performance-driven IT: How metrics can transform IT services and operations	9780117083608	Book	£18.00
	9780117083615	PDF	£18.00

For more information visit **www.tsoshop.co.uk**

For more information visit **www.tsoshop.co.uk**
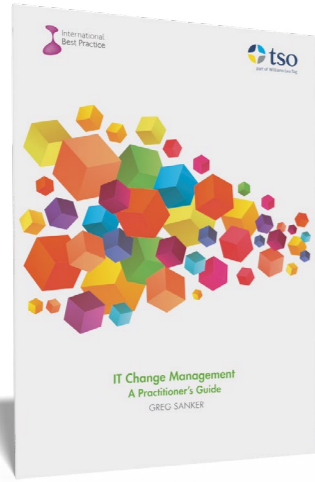
IT Change Management:
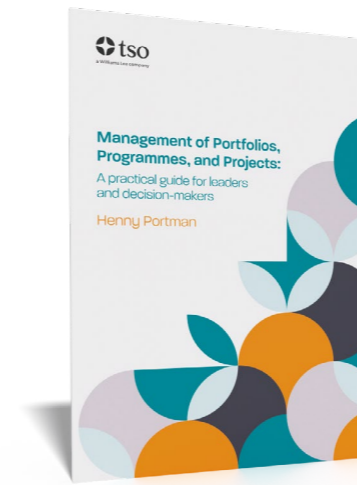## A Practitioner's Guide

This title is essential reading for anyone wishing to understand how IT change management can be implemented and put into practice within the workplace. It bridges the gap between best practice training and the realities faced in real world implementation. The roles of people involved, the challenges they will face and how to overcome those challenges are discussed in detail.

This practical guidance focuses on business value and outcomes above process, and will ensure practitioners can effectively manage IT changes in the context of their organization, regardless of the frameworks chosen.

Key features:

- effectively manage IT changes.
- solve real world challenges of implementing IT change management.
- focus on outcomes and business value rather than process.
- adopt and adapt change management principles to your needs.
- gain (and maintain) organizational support process.
- address cultural concerns (through organizational change management).

Title	ISBN	Format	Price
IT Change Management – A Practitioners Guide	9780117083653	Book	£37.00
	9780117083660	PDF	£37.00

Understanding Agile: A guide for Managers

Understanding Agile is a practical guide for managers who are currently working in an Agile environment or have plans to adopt an Agile methodology within their organization. This guide describes what Agile means, its benefits and pitfalls, and the difference between Agile and the more traditional Waterfall approach.

Endorsed by the DSDM Consortium, this publication provides valuable insight and practical assistance for managers working with Agile teams. It explains how you can create a sustainable Agile environment and use Agile to add value to your business.

A must-read for any manager wanting to build an effective team and realize the benefits of an Agile approach.

Key features:

- numerous tips and anecdotes from the author.
- clearly explains the concept and principles of Agile.
- outlines the essential tools and techniques of an Agile approach.
- highlights how Agile can deliver value and be measured.
- clear guidance on how to incorporate Agile into governance processes.
- includes budget management and best practice guidance.

Title	ISBN	Format	Price
Understanding Agile: a guide for managers	9780117082946	Book	£35.00
	9780117082953	PDF	£35.00

Management of Portfolios, Programmes, and Projects: A practical guide for leaders and decision-makers

Do you come across daily challenges when managing portfolios, programmes, or projects? No matter what role you have in the portfolio, programme, or project team, you will find practical solutions in this guide to help you perform more effectively and achieve your strategic objectives.

Key features:

- health checks for portfolios, programmes, and projects, including management offices.
- checklists to assess the maturity of your organization.
- guidance on best practice for portfolio, programme, and project management.
- key topics and challenges you may face as a manager.
- roles and responsibilities involved in directing portfolios, programmes, and projects.
- a glossary of specific terms.
- a roadmap to quickly find solutions.
- appendix summarizing roles and responsibilities.

| Title	ISBN	Format	Price
Management of Portfolios, Programmes, and Projects: A practical guide for leaders and decision-makers	9780113318391	PDF	£35.00

Valuing Agile: The Financial Management of Agile Projects

By focusing on the financial and accounting aspects of Agile, this title offers a simple, direct and practical guide for those working as PMOs. It also applies to project sponsors, risk managers and anyone else who shares an interest in the profitability of new and ongoing projects.

Key features:

- covers such topics as the impact of Agile on ROI, the practicalities of financial decisionmaking, reporting of value and benefits realization and the management of financial uncertainty in Agile projects.
- concepts and techniques are illustrated using worked examples and real-life case studies.
- methodologies that embrace both Agile product development (eg SCRUM) and project management (eg DSDM) feature prominently throughout the title. Appeals primarily to the Agile practitioner who needs to learn about financial management in projects and also financial planners who must understand how their techniques apply in the context of Agile projects.

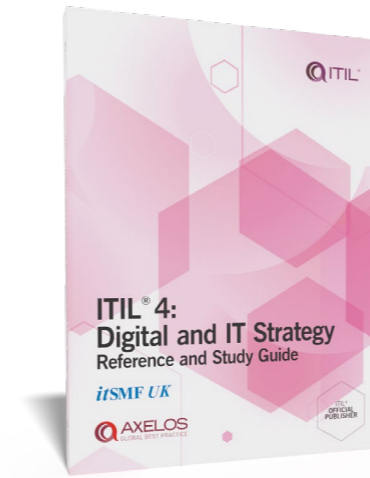| Title	ISBN	Format	Price
Valuing Agile: The Financial Management of Agile Projects	9780117082885	PDF	£28.00
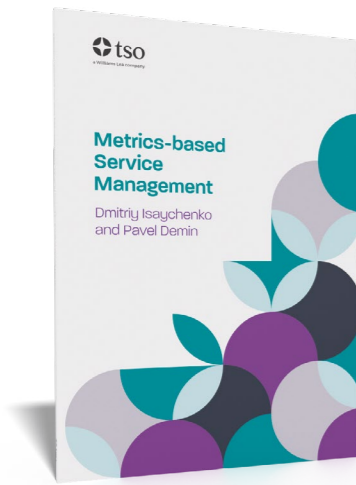
Metrics-based Service Management

This publication provides insights into service management system dynamics and the impact on measurement and steering. This title is a great mix of a good theory and practical guidance providing the ingredients to design, build and run a measurement system. It offers a method for designing and applying a balanced system of measurement and reporting,
for a set of the most widely adopted IT service management (ITSM) processes.

The initial chapters look at the theoretical basis with case studies, followed by examples of applications. Measurements can supply data for making and verifying decisions, and highlight issues that can be tackled with process adjustments.

A properly built measurement and evaluation system can be of considerable use to organizations. This book is solid guidance for service managers who take metrics seriously.

Title	ISBN	Format	Price
Metrics-based Service Management	9780113318377	PDF	£55.00

ITIL® 4: Create, Deliver and Support Reference and Study Guide

It summarizes the 'core' IT service management activities and focuses on the co-creation of value with the customer through leadership, team structure learning and incremental improvement.

Key topics include planning and building service value streams, understanding key management requirements, plus how to create, deliver and support services. It will enable IT practitioners to deliver innovative reliable IT services and improve their quality of service.

It will enable IT practitioners to deliver innovative reliable IT services and improve their quality of service.

This pocket guide is an aid for revision and preparation for taking the ITIL 4 Managing Professional: CDS certification, and post-certification it is a quick useful reference.

It summarizes key topics for exam preparation, includes key figures from the core guidance, provides an examination overview, tips for taking the exam and a summary table linking learning outcomes to references in the text and to core guidance.

Title	ISBN	Format	Price
ITIL® 4 Create, Deliver and Support: Reference and Study Guide	9780113318544	Book	£25.00
	9780113318285	PDF	£25.00

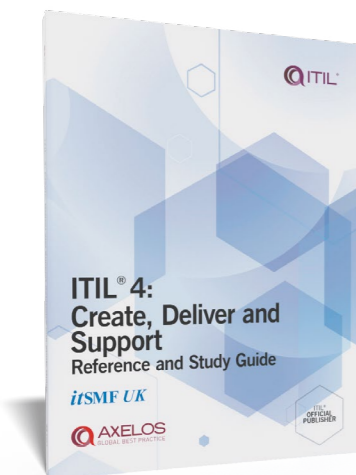## ITIL® 4: Digital and IT Strategy (DITS) Reference and Study guide

The ITIL 4 Digital IT and Strategy (DITS) reference and revision guide is one of five ITIL 4 revision aids published by TSO, following on from ITIL 4 Foundation revision guide.

It focuses on the alignment of digital business strategy with IT strategy. It also covers how disruption from new technologies is impacting organizations and how businesses are responding.

Key topics include, using DITS in an organization, DITS and digital disruption, strategic approaches for digital organizations, implementing DITS and ITIL practices in DITS.

This pocket guide is an aid for revision and preparation for taking the ITIL 4 Managing Professional: DITS certification, and post-certification it is a quick useful reference.

It summarizes key topics for exam preparation, includes key figures from the core guidance, provides an examination overview, tips for taking the exam and a summary table linking learning outcomes to references in the text and to core guidance.

Title	ISBN	Format	Price
ITIL® 4: Digital and IT Strategy (DITS) Reference and Study guide	9780113318537	Book	£25.00
	9780113318261	PDF	£25.00

ITIL® 4: Direct, Plan and Improve Reference and Study Guide

The ITIL 4 Direct, Plan and Improve (DPI) reference and revision guide is one of five ITIL 4 Managing Professional titles published by TSO, following on from the ITIL 4 Foundation revision guide.

It provides a grounding in a set of principles, methods, and techniques to create a learning and improving environment. It covers the influence and impact of Agile and Lean ways of working and provides practical and strategic methods to plan and deliver continual improvement.

Key topics include risk, decision-making, governance, continual improvement, assessing for improvement, developing a business case, organizational change management and communication, measuring and reporting, and value streams and practices.

This pocket guide is an aid for revision and preparation for taking the ITIL 4 Managing Professional: DPI certification, and post-certification it is a quick useful reference.

It summarizes key topics for exam preparation, includes key figures from the core guidance, provides an examination overview, tips for taking the exam and a summary table linking learning outcomes to references in the text and to core guidance.

Title	ISBN	Format	Price
ITIL® 4: Direct, Plan and Improve Reference and Study Guide	9780113318551	Book	£25.00
	9780113318308	PDF	£25.00
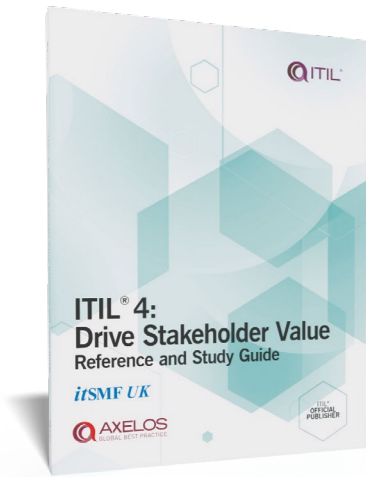
ITIL® 4: Drive Stakeholder Value Reference and Study Guide

The ITIL 4 Drive Stakeholder Value (DSV) reference and revision guide is one of five ITIL 4 revision aids published by TSO, following on from ITIL 4 Foundation revision guide.

It provides practitioners with the tools to engage with stakeholders more effectively and covers SLA design, multi-supplier management, communication, relationship management and CX and UX design and customer mapping.

Key topics include customer journeys, customer needs and impacting factors, understanding markets and stakeholders, engaging, and fostering relationships, specifying, and managing customer requirements, aligning expectations and agreeing service, onboarding and more.

This pocket guide is an aid for revision and preparation for taking the ITIL 4 Managing Professional: DSV certification, and post-certification it is a quick useful reference.

It summarizes key topics for exam preparation, includes key figures from the core guidance, provides an examination overview, tips for taking the exam and a summary table linking learning outcomes to references in the text and to core guidance.

Title	ISBN	Format	Price
ITIL® 4: Drive Stakeholder Value Reference and Study Guide	9780113318568	Book	£25.00
	9780113318322	PDF	£25.00
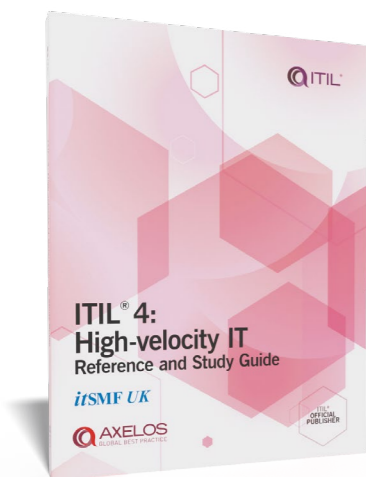
## ITIL® 4: High-Velocity IT Reference and Study Guide

The ITIL 4 High-velocity IT (HVIT) reference and revision guide is one of five ITIL 4 revision aids published by TSO, following on from ITIL 4 Foundation revision guide.

Digital technology is becoming increasingly important. This title focuses on digital products and services, including digital customer experiences, covering good organizational practices and mental models all from a practitioner's perspective.

Use of working practices such as Agile and Lean, and technologies such as Cloud and Automation are included. This pocket guide is an aid for revision and preparation for taking the ITIL 4 Managing Professional: HVIT certification, and post-certification it is a quick useful reference.

It summarizes key topics for exam preparation, includes key figures from the core guidance, provides an examination overview, tips for taking the exam and a summary table linking learning outcomes to references in the text and to core guidance.

| Title	ISBN	Format	Price
ITIL® 4: High-Velocity IT Reference and Study Guide	9780113318520	Book	£25.00
	9780113318247	PDF	£25.00
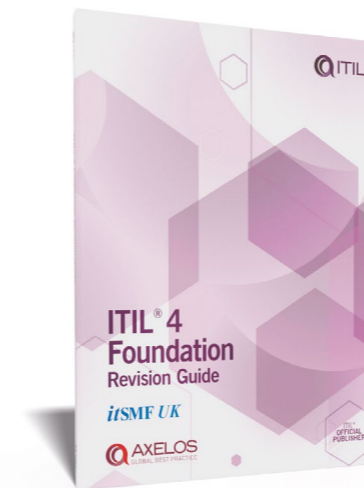
ITIL® 4 Foundation Revision Guide

This revision guide will help all those who are preparing to take their ITIL 4 Foundation examination.

A practical portable pocket-size reference for easy review and testing. Key examination topics are outlined concisely covering concepts, guiding principles, the four dimensions of service management, the ITIL service value system, the service value chain and ITIL practices.

Sample questions and hints and tips to pass your exam are also included to help with examination preparation.

Written and endorsed by itSMF, this helpful study guide is essential reading for those who want to pass the ITIL 4 Foundation examination

Title	ISBN	Format	Price
ITIL® 4 Foundation Revision Guide	9780113318360	Book	£25.00
	9780113318346	PDF	£15.00
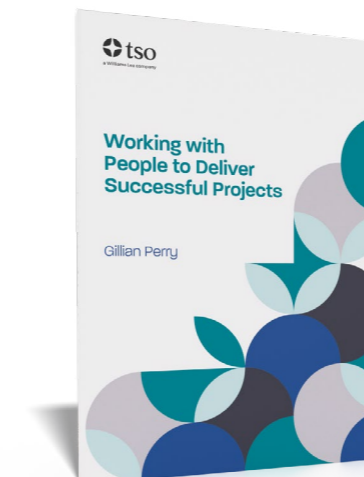
Working with People to Deliver Successful Projects

Every programme, project and team manager must interact with people as individuals or as part of a team. These interactions require skills to deliver the required products and services for the business and, ultimately, the way in which you manage people will determine the success of your project.

Many publications focus on the technical side of programme and project management; however, less is written on the people skills required to manage projects, teams and people.

These are the transferable skills that are essential to being a great project or programme manager. These skills are often the most difficult to master, yet they are crucial for engaging, communicating, persuading, motivating, and gaining insights throughout a project.

This publication is structured to help you with the skills required from the start to finish of a project or programme, taking you through the different phases and focusing on Agile environments. These phases are getting started, making progress, and delivering results.

Title	ISBN	Format	Price
Working with People to Deliver Successful Projects	9780113318414	PDF	£29.95
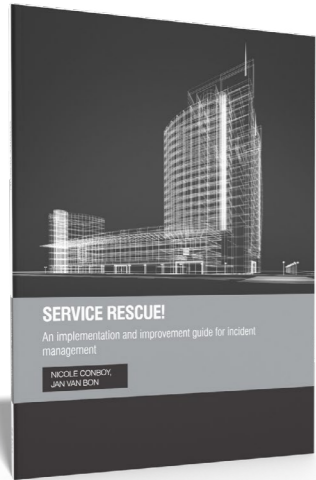
Service Rescue! An implementation and improvement guide for incident management

This innovative book focuses primarily on the architecture of a service management environment followed by guidance on how to manage the restoration of services. Implementing incident management is a challenge and this book describes solutions to integrate this seamlessly within the structure of best practice frameworks.

The authors, Nicole Conboy and Jan van Bon, combine their wealth of experience and insight in service management to guide readers through the complexities of incident management.

Topics included are: the benefits of incident management, the roles and perspectives on incident management, planning, implementing and managing incident management, as well as a chapter on tools required for incident management - all of which provide a practical approach for readers.

Key features:
- comprehensive overview of incident management within ITSM.
- extensive list of illustrations.
- provides a fundament for incident management through solid service management architecture.

| Title	ISBN	Format	Price
Service Rescue! An implementation and improvement guide for incident management	9780113317677	PDF	£35.00
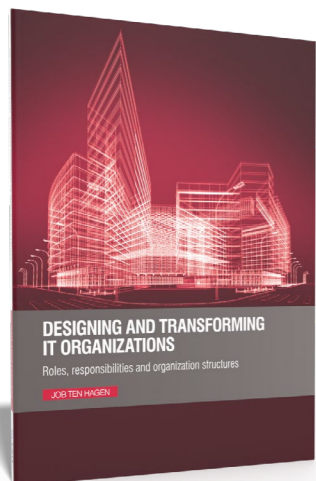
Designing and Transforming IT Organizations

'Designing and Transforming IT Organizations' is the introduction book to a series of (initially) six books that will provide background considerations, theory, instructions, and practical guidance for setting up organization structures in the context of improvement projects.

The areas to be covered range from designing and transforming IT organizations in general, to detailed guidance on organizing service level management, change management, incident management, application management and security management.

Key features:
- failure of IT service management projects has often been due to organizational issues. This book builds on the knowledge of many experts from all over the world, on theory, and extensive practice of two decades of IT service management and ITIL.
- provides clear structures that can be reused and applied in your own practice - it follows straight-forward definitions, and uses examples and case studies to illustrate how organizational change works in practice.
- employees are the core of an organization, so the human factor receives extensive attention. Offers a coherent set of concepts and terminology, including roles, role structures, job descriptions, processes, tasks, responsibility, authority, profession, skills, responsibility matrices (RACI), human factors, Attitude/Behaviour/Culture (ABC), separation of duties, conflict of interests, et cetera. Also, the aspects of accountability and governance are discussed, because an IT service management organization has its place in governance, and accountability has to be ensured.

Title	ISBN	Format	Price
Designing and Transforming IT Organizations	9780117080744	Book	£45.00
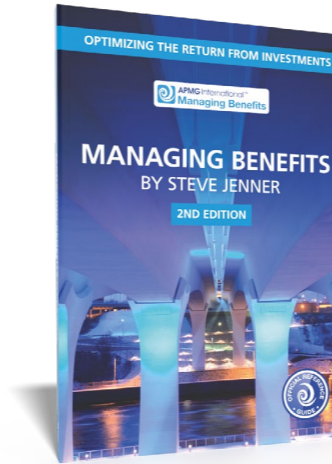
Managing Benefits

This publication from APMG-International provides comprehensive guidance how to manage delivery of the benefits used to justify investment in change through portfolios of programmes and projects. It is essential guidance for all involved in successful change delivery from senior responsible owners and directors through to portfolio, programme & project managers.

The guidance is the source material for an accredited qualification from APMG-International.

Key features:
- an overview of benefits management - what it is, the case for doing it and some common misconceptions that can limit its effectiveness in practice.
- descriptions of the seven principles upon which successful approaches to benefits management are built, and examples of how they can be/have been applied in practice.
- guidance on how to apply benefits management at a portfolio level, as well as at an individual project or programme level.
- details of the five practices in the Benefits Management Cycle and examples of how they can be/have been applied in practice.
- advice on how to get started in implementing effective benefits management.

Title	ISBN	Format	Price
Managing Benefits	9780117082519	Book	£50.00
	9780117082526	PDF	£50.00

Can't find the publication you're looking for?

Get in contact at **ibp@williamslea.com**

EXPERIENCE COLLAB
Powering Employee Experience

"People will remember what you said, people will remember what you did but people will never forget how they made you feel"

Companies who only measure IT with the traditional metrics and are not using Experience Level Agreements (XLAs) or Experience Level Measures (XLMs) are not showing a true picture of how well IT are performing. These companies are at risk of delivering a "watermelon" effect where they believe that IT is doing well as their SLAs and KPIs are all green but when you slice this open the inside is red – employees and customers are unhappy and angry with ITs

Experience Essentials

The starting point for all organisations new to employee experience, our essentials certification will outline the what of experience and spark that lightbulb moment.

This course will cover essential learning points such as:

- what employee experience is
- why it is so important for our current world
- the mapping and links between traditional SLAs and evolutionary XLAs

Experience Foundation

For those wishing to build upon the what and why of experience essentials, we now take you on an experience journey and begin to build the how of experience management.

This course will cover essential learning points such as:

- the experience optimisation framework
- the journey that this framework will take you on
- why the framework is iterative in design. What matters most is the journey.

Experience Practitioner

The third and final course, Experience Practitioner takes attendees beyond the foundation and gives them the knowledge and practical experience necessary to implement experience management measures in their organisation.

This course will cover essential learning points such as:

- the processes and roles required to make experience management a reality
- hands-on experience with the kind of tools used to measure experience
- comprehensive understanding of how to obtain, measure and and manage experience data