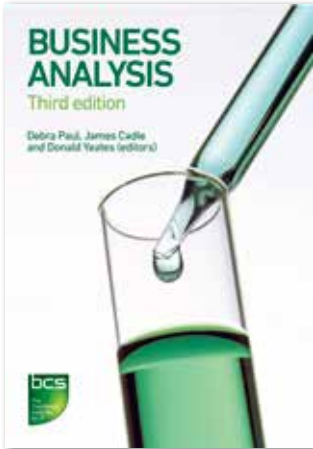




Making IT
good for society

BOOKS 2019/20





BUSINESS ANALYSIS

Third edition

Debra Paul, James Cadle and Donald Yeates (editors)

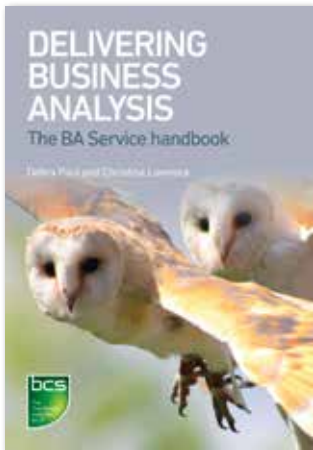
This new edition of the best-selling BA guide provides business analysts with the tools to respond to today's challenges by developing practical, creative and financially sound solutions. It includes the impact of Agile, an introduction to business architecture and expanded material on gap analysis and benefits management.

'An invaluable contribution to a fundamental profession, building on what was an already outstanding second edition.'

George Hancock, Allianz Insurance PLC

£39.99 • 308pp • ISBN 978-1-78017-277-4 • 2014

www.bcs.org/books/businessanalysis



DELIVERING BUSINESS ANALYSIS

The BA Service handbook

Debra Paul and Christina Lovelock

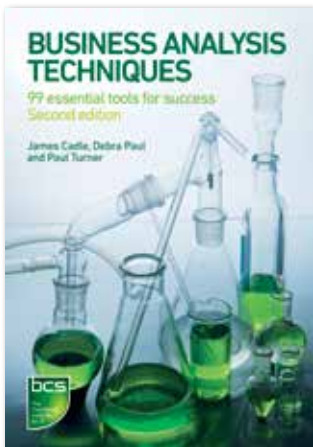
This book takes you through the creation and management of a BA service, from setting strategy to recruiting business analysts, to continuous improvement, through to useful supporting tools and technology.

'A wonderful resource for people who are leading or representing business analysis inside their organisation - this book is your personal coach and new best friend.'

Joe Newbert, Chief Training Officer at Business Change Academy & Non-executive director of IIBA South Africa

£34.99 • 405pp • ISBN 978-1-78017-468-6 • September 2019

www.bcs.org/books/baservice



BUSINESS ANALYSIS TECHNIQUES

99 essential tools for success

Second edition

James Cadle, Debra Paul and Paul Turner

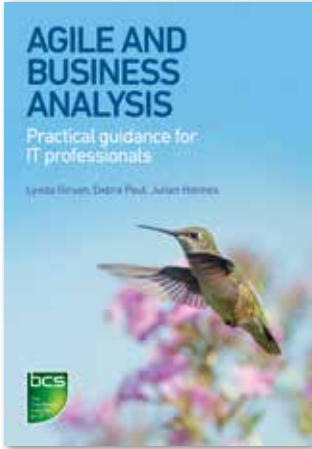
The business analyst needs the widest possible array of tools and the skills and knowledge to be able to use each when and where it is required. This new edition provides 99 possible techniques and practical guidance on how and when to apply them.

'An excellent compendium of BA techniques packed with useful examples. BAs at all levels will discover something new.'

Christina Lovelock, Programme Manager, Health and Social Care Information Centre

£39.99 • 356pp • ISBN 978-1-78017-273-6 • 2014

www.bcs.org/books/batechniques



AGILE AND BUSINESS ANALYSIS

Practical guidance for IT professionals

Lynda Girvan and Debra Paul

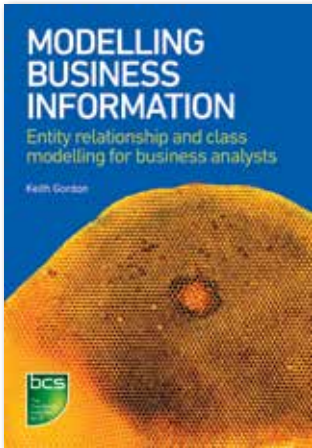
This book provides a comprehensive introduction to Agile methodologies and explains these in the context of business analysis. It is ideal for business analysts wanting to learn Agile practices, working in an Agile environment, or undertaking Agile certifications.

'The complex world of Agile made relevant for BAs. Combines well-explained theory with wide-ranging practical application and offers an essential handbook for anyone involved in the Agile project world. A valuable addition to the BA toolkit.'

Sandra Leek, Lloyds Banking Group, Senior Lead Business Analyst

£34.99 • 294pp • ISBN 978-1-78017-322-1 • 2017

www.bcs.org/books/agileba



MODELLING BUSINESS INFORMATION

Entity relationship and class modelling for business analysts

Keith Gordon

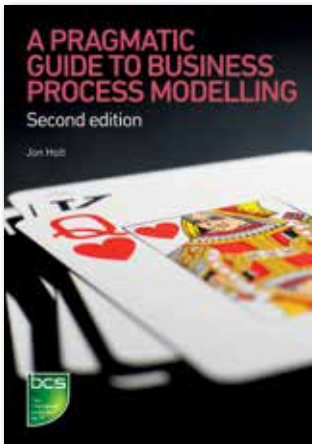
Starting from first principles, this book will help business analysts to develop the skills required to construct data models through comprehensive coverage of entity relationship and class modelling, in line with, and beyond, the BCS Data Analysis syllabus.

'An excellent learning aid for Analysts who are new to modelling or need reminding of good practice.'

Katie Walsh, Business Analyst and Mentor

£29.99 • 202pp • ISBN: 978-1-78017-353-5 • 2017

www.bcs.org/books/modellingbi



A PRAGMATIC GUIDE TO BUSINESS PROCESS MODELLING

Second edition

Jon Holt

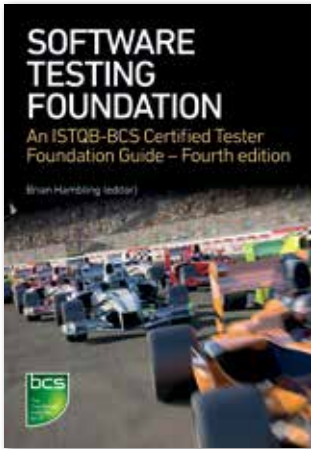
In this second edition, Jon Holt covers all aspects of the BPM process, including analysis, specification, measurement and documentation, the presentation of process information, enterprise architecture and business tools.

'Jon Holt's clear and engaging style makes a potentially difficult subject highly accessible.'

Paul McNeillis, Head of Professional Services, BSI

£39.99 • 248pp • ISBN 978-1-90612-412-0 • 2009

www.bcs.org/books/processmodelling



SOFTWARE TESTING FOUNDATION

Fourth edition

Edited by Brian Hambling

This best-selling software testing title explains the basic steps of software testing and how to perform effective tests. It is the only official textbook of the ISTQB-BCS Certified Tester Foundation Level, with self-assessment exercises, guidance notes on the syllabus topics and sample examination questions.

'This book covers all the sections of the latest 2018 CTFL syllabus and more. It is not just written as an exam aid though, it is a reference for software testing in its own right...for anyone involved in the development of software, whatever development methodology the project follows.'

Phil Isles, Test Manager, private banking

£39.99 • 283pp • ISBN 978-1-78017-492-1 • August 2019

www.bcs.org/books/softwaretesting4



PRACTICAL TEST DESIGN

István Forgács and Attila Kovács

This book presents the key test design techniques, in line with ISTQB, and explains when and how to use them, including in combination, with practical, real-life examples. Automated test design methods are also explored. Tips and exercises are included throughout the book, allowing you to test your knowledge as you progress.

'A masterful tour through the most important behavioural test design techniques.'

Rex Black, President, RBCS Inc.; Past President ASTQB and ISTQB

£34.99 • 331pp • ISBN 978-1-78017-472-3 • August 2019

www.bcs.org/books/testdesign



MOBILE TESTING

An ASTQB-BCS Foundation guide

Rex Black

Mobile testing is the process of testing the functionality, usability and consistency of mobile software.

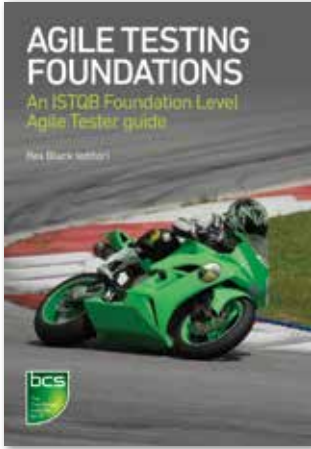
With this essential guide, in line with the ASTQB Certified Mobile Tester foundation certificate, you will gain the understanding and skills you require to begin your journey to becoming a proficient mobile tester.

'Whether looking at gaining your ASTQB Mobile Tester Certification, or just at learning or improving your skills in mobile testing, this book is definitely one to read and keep in your toolkit.'

Marie Walsh, Change and Release Manager, FIIG Securities

£24.99 • 184pp • ISBN: 978-1-78017-404-4 • 2018

www.bcs.org/books/mobiletesting



AGILE TESTING FOUNDATIONS

An ISTQB Foundation Level Agile Tester guide

Rex Black (editor)

For software testers, Agile testing brings many advantages to teams, from increasing overall product quality to providing greater scope for flexibility.

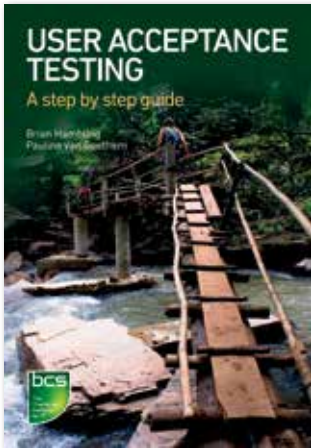
Building on the ISTQB Foundation Level Agile Tester syllabus, this book is perfect for software testers interested in the benefits of Agile testing, working in an Agile environment or undertaking the ISTQB Foundation Level Agile Tester exam.

'A book that I am confident will become a milestone in the testing domain and a reference for the Agile community.'

Gualtiero Bazzana, ISTQB®, President

£34.99 • 254pp • ISBN 978-1-78017-336-8 • 2017

www.bcs.org/books/agiletesting



USER ACCEPTANCE TESTING

A step-by-step guide

Brian Hambling and Pauline van Goethem

Every information system brought into service in every type of organisation requires user acceptance testing.

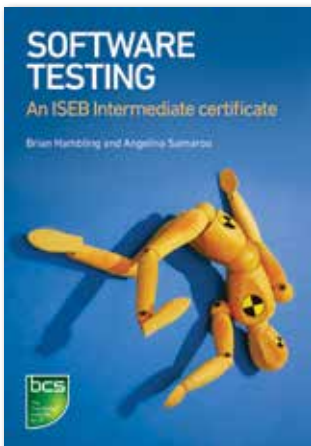
This book is designed to be a hands-on manual for non-testing specialists to plan and carry out an effective acceptance test of an information system. It provides a structured and step-by-step approach to effective acceptance testing and identifies ways of making the process as simple and cost-effective as possible.

'This book comfortably fills the void that exists to help UA testers understand their role and the many tasks they have to undertake.'

Geoff Thompson, Chair of the UK Testing Board

£29.99 • 226pp • ISBN 978-1-78017-167-8 • 2013

www.bcs.org/books/uat



SOFTWARE TESTING

An ISEB Intermediate certificate

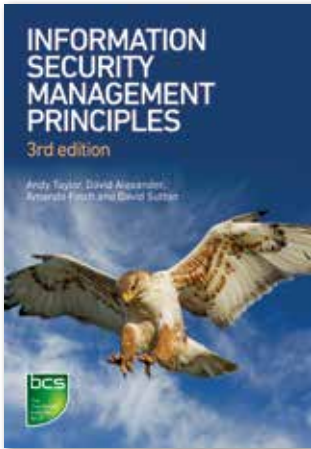
Brian Hambling and Angelina Samaroo

Building on the success of their best-selling Foundation book, Hambling and Samaroo take software testers to the next level of professional testing expertise.

The book includes worked examples and sample questions and is the only official textbook of the BCS Intermediate Certificate in Software Testing.

£39.99 • 176pp • ISBN 978-1-90612-413-7 • 2009

www.bcs.org/books/softwaretesting



INFORMATION SECURITY MANAGEMENT PRINCIPLES

Third edition

Andy Taylor, David Alexander, Amanda Finch and David Sutton

This book is a pragmatic guide to information assurance for both business professionals and technical experts. The third edition has been updated to reflect changes in the IT security landscape and updates to the related BCS Certification.

'The security of personal information has never been of greater concern to the public. BCS provides valuable leadership in this area and this is a timely contribution to a vital process.'

Richard Thomas, Information Commissioner (review of previous edition)

£39.99 • 224pp • ISBN 978-178017-518-8 • November 2019

www.bcs.org/books/informationsecurity3



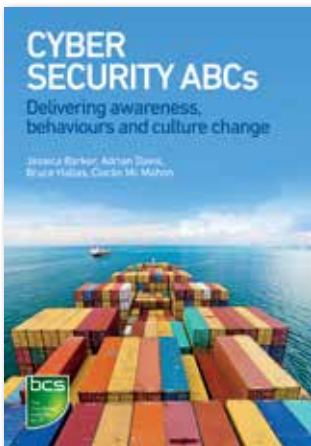
SECURITY OPERATIONS IN PRACTICE

Mike Sheward

Security operations departments are growing in importance and recognition; they are responsible for the secure day to day running of an organisation's network, endpoint, application, identity and physical security controls. This book walks you through how to establish and grow a high quality security operations team. This requires more than just purchasing a series of information security tools, plugging them in and hoping for the best. It's about hiring the right people to work together, understanding the business the team is working to protect, knowing when to build a tool rather than buy, and crafting procedures that allow the team to detect and respond to a wide variety of security threats.

£29.99 • 256pp • ISBN 978-1-78017-506-5 • January 2020

www.bcs.org/books/securityoperations



CYBER SECURITY ABCs

Delivering awareness, behaviours and culture change

Jessica Barker, Adrian Davis, Bruce Hallas, Ciaran Mc Mahon

Cyber security issues, problems and incidents don't always relate to technological faults. Many can be avoided or mitigated through improved cyber security awareness, behaviour and culture change (ABCs).

This book guides organisations looking to create an enhanced security culture through improved understanding and practice of cyber security at an individual level. Crucial concepts are covered from the ground up, alongside tools to measure key indicators and enable organisational change.

£24.99 • 144pp • ISBN: 978-1-78017-424-2 • August 2020

www.bcs.org/books/securityabcs



PENETRATION TESTING

A guide for business and IT management

BCS-CREST penetration testing working group

This essential BCS guide for business and IT managers, in collaboration with CREST, explains the process of penetration testing and the benefits it brings.

'This is the first time I've encountered a book which manages to combine properly researched good practice for penetration testing with the real requirements of the business community.'

Peter Wood, Partner, Naturally Cyber LLP and Founder, First Base Technologies LLP

£29.99 • 172pp • ISBN 978-1-78017-408-2 • September 2019

www.bcs.org/books/pentesting



HANDS-ON INCIDENT RESPONSE AND DIGITAL FORENSICS

Mike Sheward

In this practical guide, the relationship between incident response and digital forensics is explored and you will learn how to undertake each and balance them to meet the needs of an organisation in the event of an information security incident. Best practice tips and real-life examples are included throughout.

'A fantastic summary of cyber incident response and digital forensics for existing practitioners and managers.'

Martin Heyde, Senior Manager - Cyber Incident Response, Deloitte LLP

£29.99 • 232pp • ISBN: 978-1-78017-420-4 • 2018

www.bcs.org/books/digitalforensics



CYBER SECURITY

A practitioner's guide

David Sutton

Cyber security is more essential today than ever, not just in the workplace but at home too. This book covers the various types of cyber threat and explains what you can do to mitigate these risks and keep your data secure.

'The book is well informed, elegantly composed and an intriguing read.... Simply exemplary!'

Emmanuel Ojo Ademola FBCS, Subject matter expert

£29.99 • 222pp • ISBN 978-1-78017-340-5 • 2017

www.bcs.org/books/cybersecurity



INFORMATION RISK MANAGEMENT

A practitioner's guide

David Sutton

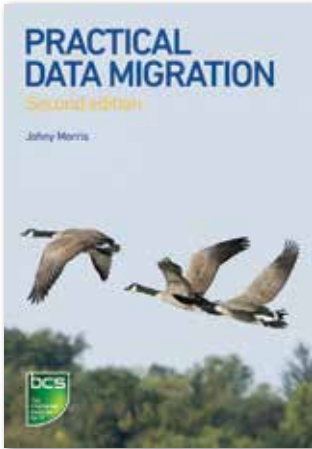
Information risk management (IRM) is about identifying, assessing and prioritising risks to keep information secure and available. This book provides practical guidance to the principles and development of a strategic approach to an IRM programme. It is the only textbook for the BCS Practitioner Certificate in Information Risk Management.

'An extremely useful and readable book ... I highly recommended it.'

John Hughes, Director, SecID Consultants

£34.99 • 242pp • ISBN 978-1-78017-265-1 • 2014

www.bcs.org/books/irm



PRACTICAL DATA MIGRATION

Second edition

Johny Morris

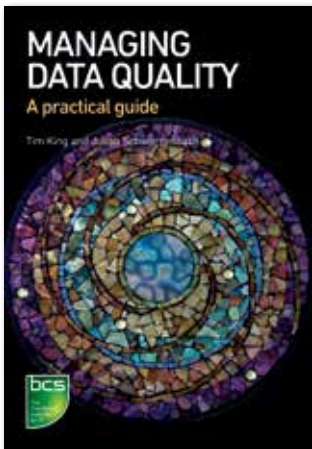
This book is for managers and practitioners tasked with the movement of data from old systems to a new repository. It uses a series of steps guaranteed to get the reader from an empty new system to one that is working and backed by the user population.

'For any practitioner faced with the challenge of delivering a successful data migration, this book is an absolute necessity.'

Dylan Jones, Founder Data Migration Pro / Data Quality Pro

£39.99 • 266pp • ISBN 978-1-90612-484-7 • 2012

www.bcs.org/books/datamigration2e



MANAGING DATA QUALITY

Tim King and Julian Schwarzenbach

Data is an increasingly important business asset and enabler for organisational activities. Data quality is a key aspect of data management, failure to understand it increases organisational risk and decreases efficiency and profitability.

This book explains data quality management in practical terms, focusing on three key areas: the nature of data in enterprises, the purpose and scope of data quality management, and implementing a data quality management system, in line with ISO 8000-61.

£29.99 • 208pp • ISBN 978-1-78017-459-4 • April 2020

www.bcs.org/books/dataquality



PRINCIPLES OF DATA MANAGEMENT

Facilitating information sharing – Second edition

Keith Gordon

This professional reference guide covers all the key areas of data management, including database development, data quality and corporate data modelling.

'Keith Gordon has done an excellent job of laying out the full set of dimensions to be addressed for the effective management of an organization's information.'

David Hay, President, Essential Strategies, Inc.

£34.99 • 276pp • ISBN 978-1-78017-184-5 • 2013

www.bcs.org/books/datamanagement



SOFTWARE DEVELOPMENT IN PRACTICE

Bernie Fishpool and Mark Fishpool

Software development is becoming recognised more and more as an essential skill and profession in today's increasingly digital world. Familiarity with basic programming concepts is no longer sufficient to succeed as a software developer, today's developers require a wider field of expertise and a holistic, customer-focused approach. This book is a pragmatic guide to software development in practice. It explores the inner workings of software development in the context of the industry, covering good practice for software developers and providing you with tools and practical understanding you'll need to take your first steps within the software development world.

£24.99 • 128pp • ISBN 978-1-78017-497-6 • February 2020

www.bcs.org/books/softwaredevpractice



USER EXPERIENCE FOUNDATIONS

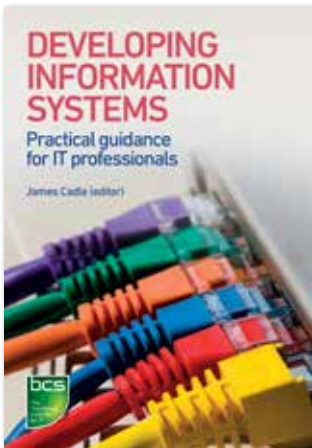
Nick de Voil

User experience (UX) is about how interaction with a product, service or system is perceived by its users. Making user experience the core of software development enhances customer satisfaction, resulting in more sales, higher conversion rates, more returning customers and a stronger brand presence.

This book provides a reasoned and authoritative description of what UX is, why it works, what tools and techniques are involved, and how it fits in the software development process, in line with the BCS Foundation Certificate in User Experience, based on ISO 9241-210. How UX fits in the context of other disciplines including business analysis and software testing is also explained.

£24.99 • 112pp • ISBN 978-1-78017-349-8 • December 2019

www.bcs.org/books/ux



DEVELOPING INFORMATION SYSTEMS

Practical guidance for IT professionals

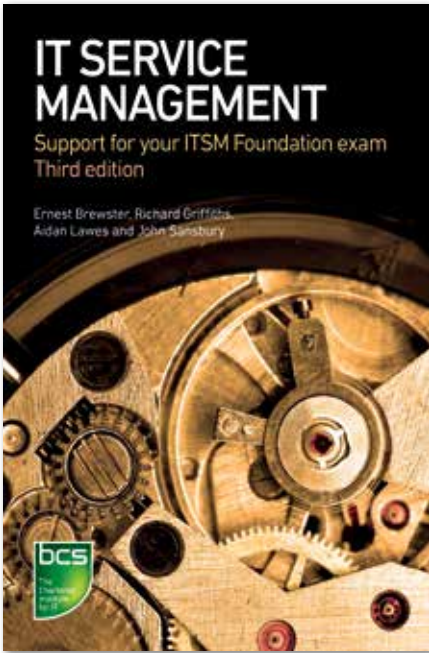
James Cadle (editor)

This practical book is a comprehensive introduction to systems development and a handy reference guide for those already working in the field. It is the only textbook for the BCS Certificate in Systems Development.

'A timely update to the corpus on systems development. It is comprehensive, but consumable and good for reference thanks to its clear and well-signposted layout.' Heather Dunlop-Jones, IBM Distinguished Engineer

£39.99 • 320pp • ISBN 978-1-78017-245-3 • 2014

www.bcs.org/books/informationssystemsystems



IT SERVICE MANAGEMENT

Support for your ITSM foundation exam - Third edition

Ernest Brewster, Richard Griffiths, Aidan Lawes and John Sansbury

Whether you're preparing for your service management foundation exam, or simply want to understand service management better, this new edition of our popular book covers the latest thinking and provides a comprehensive, practical introduction to IT service management.

Building on their collective service management experience, the authors walk you through essential concepts including processes, functions and roles and illustrate these with real-life examples.

'The no-nonsense approach of this book appeals to me. Straight-shooting description, examples and advice from experienced guys.'

Rob England, The IT Skeptic (review of previous edition)

£29.99 • 226pp • ISBN: 978-1-78017-318-4 • 2016

www.bcs.org/books/itsmfoundation3



PROBLEM MANAGEMENT

An implementation guide for the real world

Michael G. Hall

Problem management is the one IT service management process that tends to return more benefits more quickly than any of the others. This book offers practical, real-world guidance on all aspects of implementing and running an effective problem management function. Offering advice and recommendations tailored to different types of organisations, it gives IT practitioners, consultants and managers the tools to add real value to their businesses.

'This is essential reading for anyone who wants to take problem management seriously. I thoroughly recommend it.'

James Bourgerie, Computacenter.

£34.99 • 190pp • ISBN: 978-1-78017-241-5 • 2014

www.bcs.org/books/problemmanagement



BUSINESS ANALYST

Careers in business analysis

Adrian Reed

This practical guide explores the business analyst role including typical responsibilities, necessary skills, useful tools and commonly used methodologies and techniques. A visual career roadmap for business analysts is also included, along with case studies and interviews with practising business analysts.

'Essential reading for the modern business analyst.'

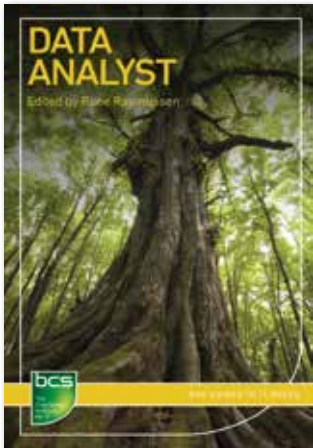
Alex Cottrell, Senior Business Analyst, Zurich Insurance Company Ltd

'Destined to become an Analysis staple.'

Ryan Folster, CBAP, Business Analysis Competency Lead, Britehouse

£19.99 • 244pp • ISBN: 978-1-78017-428-0 • 2018

www.bcs.org/books/businessanalyst



DATA ANALYST

Careers in data analysis

Rune Rasmussen (editor)

With this book, aspiring data analysts will discover what data analysts do all day, what skills they will need for the role, and what regulations they will be required to adhere to. Practising data analysts can explore useful data analysis tools, methods and techniques, brush up on best practices and look at how they can advance their career.

'Packed with useful information, the book is clearly aimed that those starting out, although many seasoned professionals may also consider it a valuable resource, particularly if considering a new career direction.'

Hugh Clark, Award Winning Quant Hedge Fund Manager, retired, and Strategic expert consultant in banking

£19.99 • 185pp • ISBN: 978-1-78017-432-7 • March 2019

www.bcs.org/books/dataanalyst



PROJECT MANAGER

Careers in project management

Elizabeth Harrin

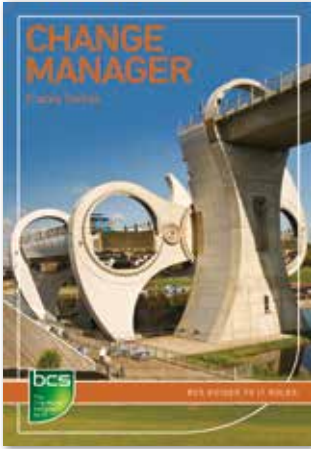
This book is a highly accessible guide to being a project manager, particularly a project manager working within an IT field. The role is set out with reference to required skills, competencies and responsibilities. Tools, methods and techniques for project managers are covered including Agile approaches; risk, issue and change management processes; best practices for managing stakeholders and financial management.

'This is a wonderful book. I wish I'd read this 25 years ago when I started managing software projects. Seriously.'

Monica Borrell, Founder and CEO, Cardsmith

£19.99 • 216pp • ISBN 978-1-78017-416-7 • 2018

www.bcs.org/books/projectmanager



CHANGE MANAGER

Tracey Torble

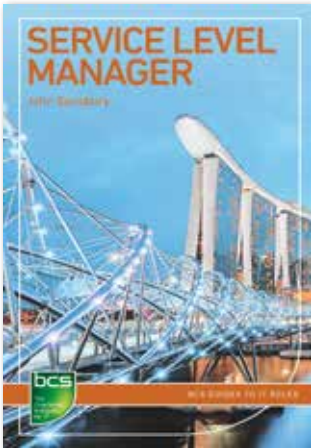
This practical book describes the role of change manager in depth, including purpose, typical responsibilities and required skills. Change management methods, techniques, useful tools and relevant standards and frameworks are also covered, and career progression opportunities are discussed.

'Engaging, easy to read and absorb, as well as being full of common sense, cover to cover.'

Stephen Dowle, retired IT consultant and Interim Manager

£19.99 • 248pp • ISBN 978-1-78017-464-8 • July 2019

www.bcs.org/books/changemanager



SERVICE LEVEL MANAGER

Careers in IT service management

John Sansbury

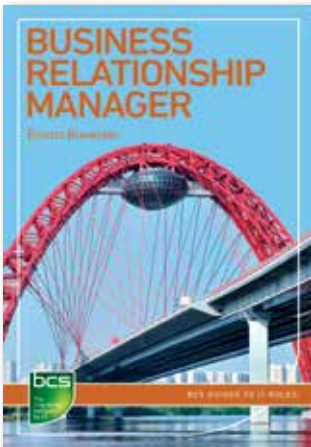
The role of service level manager is critical in that the agreements negotiated with customers should inform the activities of the service provider. This book aims to help those whose role is to establish, negotiate, manage or update service level agreements and to use these as the basis of continual service improvement.

'Provides pragmatic guidance for both the new and seasoned service level manager.'

Doug Tedder, Tedder Consulting, Principal

£19.99 • 152pp • ISBN: 978-1-78017-294-1 • 2017

www.bcs.org/books/slmanager



BUSINESS RELATIONSHIP MANAGER

Careers in IT service management

Ernest Brewster

Business relationship management (BRM) is crucial for building and maintaining strong relationships between a service provider and customer. This book gives an excellent introduction to the role of a BR manager.

'The definitive guide to business relationship management for all IT and business professionals.'

Brian Scott MBCS, IT Management Consultant

£19.99 • 190pp • ISBN: 978-1-78017-250-7 • 2014

www.bcs.org/bmanager



CHIEF INFORMATION SECURITY OFFICER

Careers in information security

Rob Newby and Adrian Davis

Chief information security officers (CISOs) are responsible for aligning security initiatives with enterprise strategy, programmes and business objectives, and are vital in organisational asset and data protection, risk management and business continuity processes.

This practical book details the role of CISO in organisations, including responsibilities, required and desirable skills, industry standards and frameworks relevant to the role, career progression opportunities and case studies.

£19.99 • 140pp • ISBN 978-1-78017-379-5 • August 2020

www.bcs.org/books/ciso



INFORMATION SECURITY AUDITOR

Careers in information security

Wendy Goucher

The role of an information security auditor is vital for identifying security gaps in an organisation's information systems. However, it is a role that is often maligned as a 'check list monkey' who adds nothing to the business. This practical book confronts this stereotype and gives an excellent introduction to the role.

'A refreshingly good book – easy to read with excellent guidance for both budding auditors and auditees.'

Vernon Poole, CISM, CGEIT & CRISC, Head of Business Consultancy, Sapphire

£19.99 • 166pp • ISBN: 978-1-78017-216-3 • 2016

www.bcs.org/books/isauditor



SECURITY ARCHITECT

Careers in information security

Jon Collins

Security architects are responsible for maintaining the security of an organisation's computer systems as well as developing security architectures that fit business requirements. This book provides practical guidance for anyone wanting to know more about what the role entails.

'Required reading, not just for security architects or those entering the role but also and perhaps more importantly, for those responsible for hiring them.'

Rik Ferguson, Vice President, Security Research, Trend Micro

£19.99 • 160pp • ISBN 978-1-78017-220-0 • 2014

www.bcs.org/books/isarchitect



DATA PROTECTION OFFICER

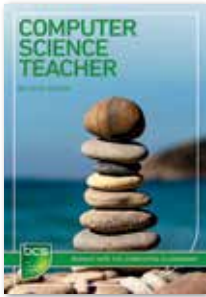
Sofia Edvardsen and Filip Johnssén

The EU General Data Protection Regulation (GDPR) came into force in May 2018.

This book details the dynamics of the designated Data Protection Officer role including the underlying requirements, skills and activities involved in starting up or developing privacy programmes and in building a culture that supports privacy and security of data.

£19.99 • 130pp • ISBN 978-1-78017-436-5 • May 2020

www.bcs.org/books/dpo



COMPUTER SCIENCE TEACHER

Insight into the computing classroom

Beverly Clarke

This book explores the role of Computer Science Teacher in a secondary school environment. An overview of secondary school computing is covered, along with what the role encompasses, the attributes, knowledge and skills required to be a success and useful standards, tools, methods and techniques you can employ.

'This is an essential, practical, informative and accessible read for anyone wanting to enter the world of computing teaching'

Louise Duncan MA (Oxon), Sunbury Manor School, MBA Headteacher

£19.99 • 280pp • ISBN 978-1-78017-394-8 • 2017

www.bcs.org/books/computerscienceteacher



DIGITAL MARKETER

Eileen Brown and Betsy Aoki

Digital marketing is now essential to making products and services a success. This book is your guide to becoming an efficient and effective digital marketer. It provides useful digital marketing tools, channels, frameworks and procedures and covers how to measure campaign success, and how to take the next steps to advance your digital marketing career.

'A handy companion book for anyone looking to gain a marketing qualification or embark upon a successful career in marketing in our digital age.'

Allister Frost, Founder and Managing Consultant, Wild Orange Media Ltd

£19.99 • 176pp • ISBN 978-1-78017-400-6 • 2018

www.bcs.org/books/digitalmarketer



FRONT-END DEVELOPER

Dominic Myers

Even amazing products can be let down by poor user interfaces. It is the job of front-end developers to make software products and websites engaging and attractive for users.

This book covers the role of front-end developer in terms of typical responsibilities, required skills and relevant tools, methods and techniques. Career progression for front-end developers is also discussed.

£19.99 • 120pp • ISBN 978-1-78017-476-1 • March 2020

www.bcs.org/books/fedeveloper



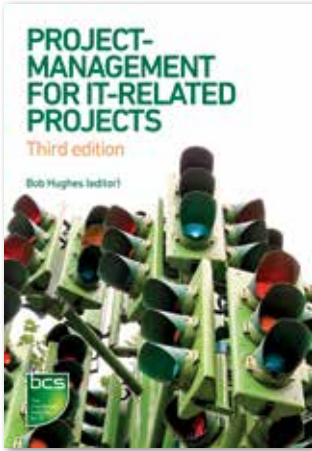
SOFTWARE DEVELOPER

Jill Clarke

This book explains the software developer role in the context of the industry, including the relevant skills and competencies you will need to become a software developer. Discussion of popular programming languages is covered, as well as tools, methods and techniques of the trade. Career progression tips and software developer case studies round off the book, providing you with the insider knowledge you need to kick start your software development journey.

£19.99 • 155pp • ISBN 978-1-78017-501-0 • May 2020

www.bcs.org/books/softwaredeveloper



PROJECT-MANAGEMENT FOR IT-RELATED PROJECTS

Third edition

Edited by Bob Hughes

This book explains the principles of IT-related project management, including project planning, monitoring and control, change management, risk management and communication between project stakeholders. Each chapter includes detailed discussion of the syllabus content, activities and multiple choice questions for self-assessment in line with the BCS Foundation Certificate in IS Project Management.

This book covers all the core information you need to start, deliver and complete a project.' Elizabeth Harrin FAPM, Director, Otobos Consultants Ltd

£29.99 • 162pp • ISBN 978-1-78017-484-6 • August 2019

www.bcs.org/books/pmforIT



AGILE FOUNDATIONS

Principles, practices and frameworks

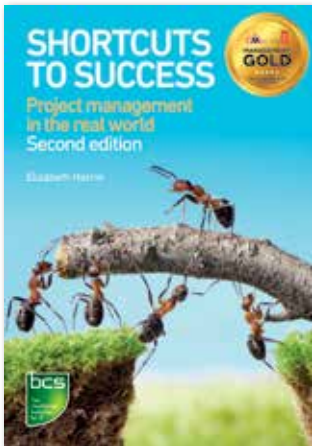
Peter Measey (editor) and Radtac

Agile practices transform the way organisations carry out business and respond to change. But to realise success, an Agile mindset needs to be adopted throughout an organisation. This book is aimed at those working in an Agile environment or wanting to understand Agile practices. Giving a comprehensive introduction to Agile principles and methodologies, it will enable the reader to apply core values and principles of Agile.

'It's refreshing to see a well-balanced review of Agile and its methods. A text like this is long overdue.' David J Anderson, Chairman, Lean Kanban Inc

£24.99 • 196pp • ISBN 978-1-78017-254-5 • 2015

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SHORTCUTS TO SUCCESS

Project management in the real world – Second edition

Elizabeth Harrin

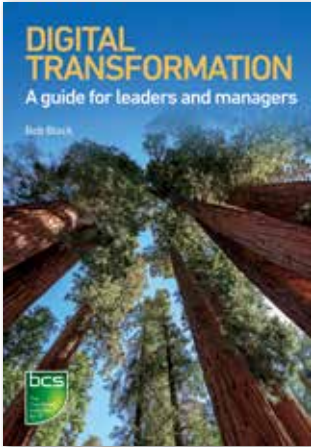
97 per cent of successful projects are led by an experienced project manager. This book gives advice to those who need to get up to speed quickly. Shortlisted for the 2014 CMI Management Book of the Year.

'Lives up to the "real world" promise in its title, providing concise, practical advice for leaders of large projects, small projects, and everything between.'

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£34.99 • 242pp • ISBN 978-1-78017-171-5 • 2013

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A guide for leaders and managers

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This book will help managers to make sense of this world and guide them, with practical advice, on how respond, including new organisational models and relationships, new skills and ways of working and the rise of data in decision-making.

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THE ART OF IT MANAGEMENT

Practical tools and techniques

Robina Chatham

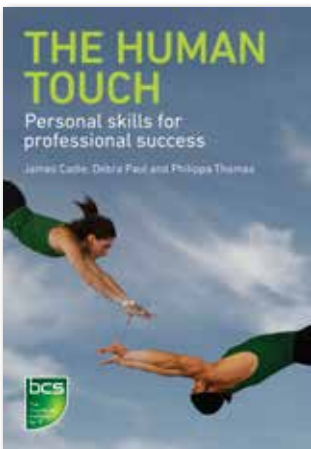
Being an IT manager for the first time can be daunting. With a focus on practical advice, this book will provide you with hints, tips and examples from the world of IT management, showing you that management is about people rather than process; it is an art rather than a science.

'Combining simple models and powerful examples, this book is a must read for new and more seasoned IT managers alike.'

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BUSINESS WRITING FOR TECHNICAL PEOPLE

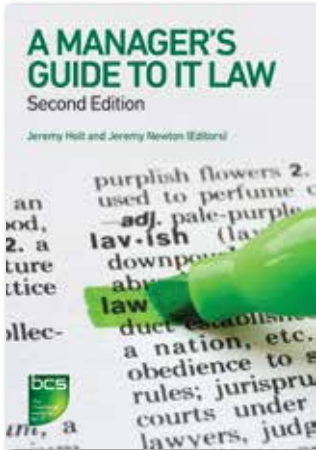
Carrie Marshall

In this book you'll discover how to give your communication skills an upgrade, exploring the tips and tricks that will enable you to write effectively and persuasively for any audience. You'll discover how to optimise your words for maximum impact, which terrible traps to avoid and how to make your expertise and enthusiasm even more infectious.

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A MANAGER'S GUIDE TO IT LAW

Second edition

Jeremy Holt and Jeremy Newton (editors)

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£39.99 • 206pp • ISBN 978-1-90612-475-5 • 2011

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OFF-THE-SHELF IT SOLUTIONS

A practitioner's guide to selection and procurement

Martin Tate

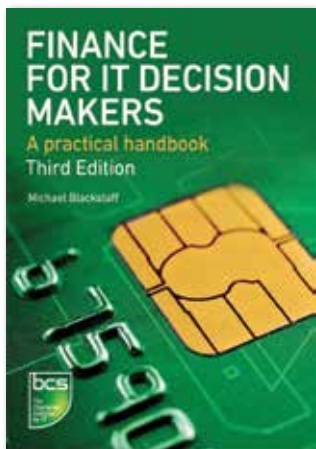
This practical book presents a proven decision-making process to help IT and business managers select the off-the-shelf software product that best fits the needs of their organisation. Suitable for all sectors, it offers a structured approach to managing stakeholders, requirements and candidate IT vendors.

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Michael Blackstaff

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Stewart Room, James Drury-Smith and Tughan Thuraisingam

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£39.99 • 146pp • ISBN 978-1-78017-154-8 • 2013

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BUSINESS CONTINUITY MANAGEMENT SYSTEMS

Implementation and certification to ISO 22301

Hilary Estall

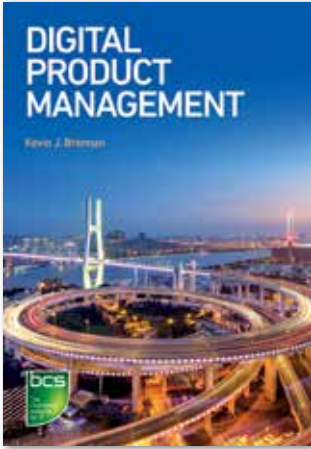
This practical guide is written for organisations implementing a business continuity management system and seeking certification in line with ISO 22301.

'If you want to know more about ISO 22301, this is the first (and perhaps only) book you need to read.'

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£34.99 • 128pp • ISBN 978-1-78017-146-3 • 2012

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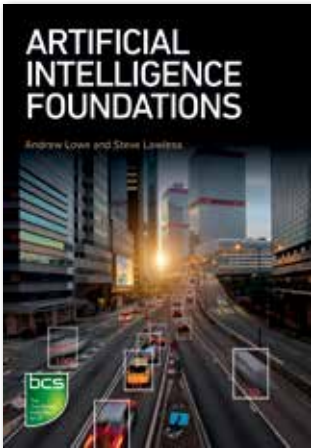
DIGITAL PRODUCT MANAGEMENT

Kevin Brennan

With technology moving to the forefront, and consumers demanding simpler ways to do business, companies have increasingly turned to product managers to deliver an end-to-end, integrated experience. With this practical guide, you'll learn how to understand the needs of external customers without requirements elicitation or sign-offs, the difference between customer and business value, and why you need to create both. You'll discover how to respond to changes in the market and the actions of competitors. You'll understand how to develop new products, launch them into the market, and how to deliver the needed business outcomes through the maturity and eventual retirement of your product.

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Andrew Lowe and Steve Lawless

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£34.99 • 256pp • ISBN: 978-1-78017-281-1 • 2016

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NLP FOR PROJECT MANAGERS

Make things happen with neuro-linguistic programming

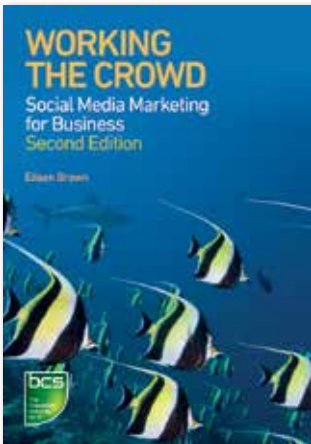
Peter Parkes

Project managers often come from technical backgrounds where lack of people skills development is common. This book will equip them to become better leaders through neuro-linguistic programming.

'To be effective, project managers must learn the language of the boardroom ... This book will help you to do that.'
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WORKING THE CROWD

Social media marketing for business – Second edition

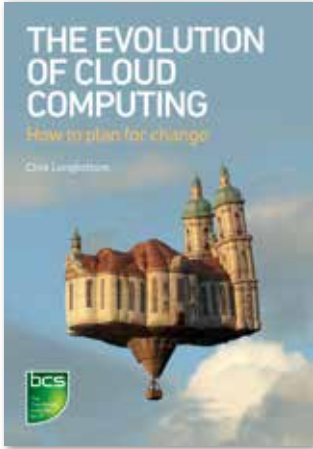
Eileen Brown

Engaging with social media is now a key part of global business communications. This book is an excellent resource for anyone looking to get to grips with the available tools.

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PROFESSIONAL ISSUES IN INFORMATION TECHNOLOGY

Second edition

Frank Bott

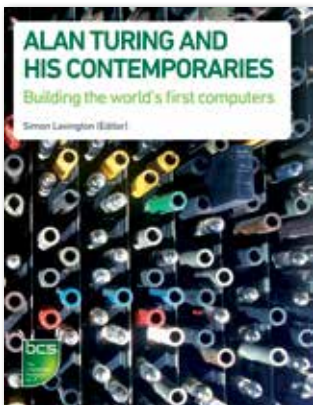
To be effective at a senior level, IT professionals need not only appropriate technical skills and experience, but also a broad understanding of the context in which they operate.

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TECHNICAL TRAINING MANAGEMENT

CEdMA Europe

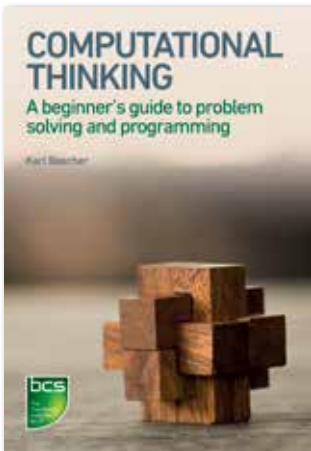
With technical skills in ever increasing demand and software updates coming thick and fast, the need for technical training is rising rapidly. This book is the essential guide to establishing, managing, growing and controlling a technical training business within a national or global organisation, providing you with the commercial understanding and industry knowledge you need to succeed.

An excellent guide and rich compendium of principles to help run a successful technical training business. The book is a very useful reference companion to be used daily - it is comprehensive, insightful and full of best practices.'

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BCS GLOSSARY OF COMPUTING

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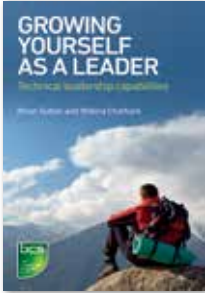
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