

IT service management and yoga - transcending conventional ITSM

The ideas of IT service management and the philosophy of yoga have come together in a new model of IT service management

ELY, CAMBRIDGESHIRE, UK, May 6, 2014 /EINPresswire.com/ -- Strange as it might first seem, the ideas of IT service management and the philosophy of yoga have come together in a new model of IT service management developed by ITSM expert and qualified yoga instructor Beverly Weed-Schertzer.

Called [Moving Deeper into ITSM and ITIL®](#), this new model is introduced in a series of five green papers, each covering one of the five stages of ITIL®: Service Strategy, Service Transition, Service Operation and Continual Service Improvement. The first of the green papers, Transcending Conventional ITSM, Part 1: Service Strategy, outlines how ITSM service strategy can be enhanced using yogic philosophy.

Beverly explains, "The guidance in ITIL® is to fix the people and process issues first, then automate. Very little exists, however, in the "know how" to effectively address people and process issues without sacrificing these major capabilities and resources. Moving Deeper into ITSM and ITIL® leads the avid ITIL® guru into the fascinating journey ITIL® takes in the living world of IT professionals. It is drawn on a service management model developed through 20 years' practical experience tackling real situations, and provides techniques to get to the heart of the people and process issues."

Read more in Beverly's green paper, Transcending Conventional ITSM, Part 1: Service Strategy, available as a free download, from the IT Governance website: www.itgovernance.co.uk/yoga-and-itsm-model.aspx.

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