

# Bibliografía

K. Brand & H. Boonen (2008). *IT Governance CobiT 4.1 - A Management Guide 3rd Edition*. Van Haren Publishing. Holanda.

COBIT® - Publicaciones del COBIT Steering Committee y del IT Governance Institute

James W. Cortada (1998). *Best Practices in Information Technology*. Prentice Hall PTR. Van Haren Publishing. Estados Unidos.

B. Johnson & J. Higgin (2007). *ITIL and the Software Lifecycle: Practical Strategy and Design Principles*. Van Haren Publishing. Holanda.

Info Tech Research Group (2005). *Building a comprehensive Disaster Recovery Plan*. Canadá.

Harris Kern, Rich Schiesser, Mayra Muniz (2005). *IT Production Services Building Competitive Advantage*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

Harris Kern and Kenneth Moskowitz (2005). *Managing IT as an Investment: Partnering for Success*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

itSMF International (2006). *Metrics for IT Service Management*. Van Haren Publishing. Estados Unidos.

Larry Klosterboer (2008). *Implementing ITIL Configuration Management*. IBM Press. Estados Unidos

Alex Nghiem (2005). *IT Web Services: A Roadmap for the Enterprise*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

Floyd Piedad and Michael Hawkins (2005). *High Availability: Design, Techniques and Processes*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

Rich Schiesser (2005). *IT Systems Management: Designing, Implementing, and Managing World-Class Infrastructures*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

Randy A. Steinberg (2006). *Measuring ITIL*. Trafford Publishing. Canadá.

Anthony F. Tardugno, Thomas R. DiPasquale and Robert E. Matthews (2005). *IT Services: Costs, Metrics Benchmarking, & Marketing*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

The Office of Government & Commerce - OGC (2007). *ITIL 3 Lifecycle Core Library Service Strategy*. The Stationery Office. Reino Unido.

The Office of Government & Commerce - OGC (2007). *The Official Introduction to the ITIL Service Lifecycle*. The Stationery Office. Reino Unido.

The Office of Government & Commerce - OGC (2007). *ITIL 3 Lifecycle Publication Suite: Core Publications Collection*. The Stationery Office. Reino Unido.

The Office of Government & Commerce - OGC (2007). *ITIL 3 Lifecycle Core Library Service Operation*. The Stationery Office. Reino Unido.

Efraim Turban, James Wetherbe, Ephraim McLean, Dorothy Leidner (2007). *Information Technology for Management: Transforming Organizations in the Digital Economy*. Wiley, John & Sons, Incorporated. Estados Unidos.

Jan Van Bon (2008). *IT Service Management based on ITIL V3: A Pocket Guide*. Van Haren Publishing. Holanda.

Jan Van Bon (2007). *Foundations of IT Service Management Based on ITIL V3*. Van Haren Publishing. Holanda.

Jan Van Bon (2007). *IT Service Management: An Introduction Based on ISO 20000 & ITIL v3*. Van Haren Publishing. Holanda.

Gary S. Walker (2005). *IT Problem Management*. Harris Kern's Enterprise Computing Institute Series. Estados Unidos.

Sitios Internet (Fuentes electrónicas):

ITIL Site oficial: <http://www.itil-officialsite.com/home/home.asp>

Site del Information Systems Audit and Control Association (ISACA): <http://www.isaca.org/>

