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Everyday I read the book
BCS Group CEO blog 📶
9th Jun 2015

It was Elvis Costello that sang 'Everyday I write the book'. Well sometimes we benefit from just reading them...

As well as fulfilling our aim to help IT professionals at all stages of their career, BCS also want to arm them with practical help in their day to day jobs. One way of doing this is through our books programme.

Recently we published a book specifically aimed at those who, despite being told of the benefits of sophisticated modern off-the-shelf IT products, find they don't get the benefits they expected.

Getting off-the shelf IT solutions is not the fever-dream of a madman, but it needs to be approached correctly. The BCS book 'Off the shelf IT solutions' presents a proven decision-making process to help IT and business managers select an off-the-shelf software product that best fits the needs of their organisation, whether in the commercial or public sector.

The book presents a structured approach to managing stakeholders, requirements and candidate IT vendors and it does so in a practical manner. It has a 'how-to' guide to help deliver a rigorous, defensible decision within meaningful timescales. As well as illustrating the techniques, it includes case studies from business managers who have been through the process. Useful templates and additional articles are available by download from the supporting website.

In a related vein, and in keeping with the now well recognised need for business and technology to align, is the book 'Continual Service Improvement Manager' - which looks at the person tasked with the job.

The books analyses the role of the continual service improvement manager in aligning IT services to evolving business needs by identifying and implementing improvements that support business processes and drive quality service management. The book gives an introduction to the role, covering areas such as purpose, required skills, responsibilities, interface and career progression as well as tools, standards and frameworks that you would need to be aware of to do the job well.

To demonstrate the Institute's commitment to analysing these kinds of roles, this book is part of a series (its subtitle is: 'Careers in IT service management'). You can see others in the series, including tomes on the business relationship manager, the problem manager and more at the BCS book store (or via Amazon if that is more your thing - other online bookstores are available - however BCS members get a discount on our site!).

Read more at:

'Continual Service Improvement Manager - Careers in IT service management' by David Whapples

'Off-The-Shelf IT Solutions - A practitioner's guide to selection and procurement' by Martin Tate

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About the author

Paul Fletcher is the Group Chief Executive Officer of BCS, The Chartered Institute for IT. Paul joined BCS in 2014 after ten years at RM Education where he was Group Managing Director of the Education Technology Division. Prior to RM, Paul held senior management consultancy roles with A.T. Kearney and KPMG. He started his career in the Aerospace Industry. Paul is passionate about the role of IT in education and society as a whole.

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