



The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps

By Kevin Behr, Gene Kim, George Spafford

Download now

Read Online 

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford

The Core of Visible Ops Visible Ops is a methodology designed to jumpstart implementation of controls and process improvement in IT organizations needing to increase service levels, security, and auditability while managing costs. Visible Ops is comprised of four prescriptive and self-fueling steps that take an organization from any starting point to a continually improving process. Making ITIL Actionable Although the Information Technology Infrastructure Library (ITIL) provides a wealth of best practices, it lacks prescriptive guidance: What do you implement first, and how do you do it? Moreover, the ITIL books remain relatively expensive to distribute. Other information, publicly available from a variety of sources, is too general and vague to effectively aid organizations that need to start or enhance process improvement efforts. The Visible Ops booklet provides a prescriptive roadmap for organizations beginning or continuing their IT process improvement journey. Why Do You Need Visible Ops? The Visible Ops methodology was developed because there was not a satisfactory answer to the question: “I believe in the need for IT process improvement, but where do I start?” Since 2000, Gene Kim and Kevin Behr have met with hundreds of IT organizations and identified eight high-performing IT organizations with the highest service levels, best security, and best efficiencies. For years, they studied these high-performing organizations to figure out the secrets to their success. Visible Ops codifies how these organizations achieved their transformation from good to great, showing how interested organizations can replicate the key processes of these high-performing organizations in just four steps: 1. Stabilize Patient, Modify First Response – Almost 80% of outages are self-inflicted. The first step is to control risky changes and reduce MTTR by addressing how changes are managed and how problems are resolved. 2. Catch and Release, Find Fragile Artifacts – Often, infrastructure exists that cannot be repeatedly replicated. In this step, we inventory assets, configurations and services, to identify those with the lowest change success rates, highest MTTR and highest business downtime costs. 3. Establish Repeatable Build Library – The highest return on investment is implementing effective release management processes. This step creates repeatable builds for the most critical assets and services, to make it “cheaper to rebuild than to repair.” 4. Enable Continuous Improvement – The previous steps have progressively built a closed-loop between the Release,

Control and Resolution processes. This step implements metrics to allow continuous improvement of all of these process areas, to best ensure that business objectives are met.

 [Download The Visible Ops Handbook: Implementing ITIL in 4 P ...pdf](#)

 [Read Online The Visible Ops Handbook: Implementing ITIL in 4 ...pdf](#)

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps

By Kevin Behr, Gene Kim, George Spafford

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford

The Core of Visible Ops Visible Ops is a methodology designed to jumpstart implementation of controls and process improvement in IT organizations needing to increase service levels, security, and auditability while managing costs. Visible Ops is comprised of four prescriptive and self-fueling steps that take an organization from any starting point to a continually improving process. Making ITIL Actionable Although the Information Technology Infrastructure Library (ITIL) provides a wealth of best practices, it lacks prescriptive guidance: What do you implement first, and how do you do it? Moreover, the ITIL books remain relatively expensive to distribute. Other information, publicly available from a variety of sources, is too general and vague to effectively aid organizations that need to start or enhance process improvement efforts. The Visible Ops booklet provides a prescriptive roadmap for organizations beginning or continuing their IT process improvement journey. Why Do You Need Visible Ops? The Visible Ops methodology was developed because there was not a satisfactory answer to the question: “I believe in the need for IT process improvement, but where do I start?” Since 2000, Gene Kim and Kevin Behr have met with hundreds of IT organizations and identified eight high-performing IT organizations with the highest service levels, best security, and best efficiencies. For years, they studied these high-performing organizations to figure out the secrets to their success. Visible Ops codifies how these organizations achieved their transformation from good to great, showing how interested organizations can replicate the key processes of these high-performing organizations in just four steps: 1. Stabilize Patient, Modify First Response – Almost 80% of outages are self-inflicted. The first step is to control risky changes and reduce MTTR by addressing how changes are managed and how problems are resolved. 2. Catch and Release, Find Fragile Artifacts – Often, infrastructure exists that cannot be repeatedly replicated. In this step, we inventory assets, configurations and services, to identify those with the lowest change success rates, highest MTTR and highest business downtime costs. 3. Establish Repeatable Build Library – The highest return on investment is implementing effective release management processes. This step creates repeatable builds for the most critical assets and services, to make it “cheaper to rebuild than to repair.” 4. Enable Continuous Improvement – The previous steps have progressively built a closed-loop between the Release, Control and Resolution processes. This step implements metrics to allow continuous improvement of all of these process areas, to best ensure that business objectives are met.

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford Bibliography

- Sales Rank: #92105 in Books
- Brand: Brand: Information Technology Process Institute
- Published on: 2005-06-15
- Original language: English
- Number of items: 1
- Binding: Paperback

• 112 pages

 [Download The Visible Ops Handbook: Implementing ITIL in 4 P ...pdf](#)

 [Read Online The Visible Ops Handbook: Implementing ITIL in 4 ...pdf](#)

Download and Read Free Online The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford

Editorial Review

Review

If you are tired of 'management by hair on fire,' read this book and consider it carefully. --Stephen Northcutt, Director of Training and Certification, The SANS Institute, May 2004

The easy mapping between the Visible Ops phases and any maturity model validates the compelling logic of the book. --Jan Vromant, ITSM Consultant, May 2004

Visible Ops creates a logical starting point and details the key 'issues and indicators'. --Henry E. Wojcik, Network Data Systems, May 2004

From the Publisher

The Information Technology Process Institute (ITPI), a not for profit organization, is engaged in three principle areas of activity: research, benchmarking and the development of prescriptive guidance for practitioners and business executives. The ITPI has collaboration agreements in place with research organizations such as the Software Engineering Institute at Carnegie Mellon University and faculty from the Decision Sciences program at the University of Oregon. We are currently developing the necessary guidance that solves the common objectives of IT Security, Corporate Governance, Audit and Operations. Through research, development and benchmarking, the ITPI creates powerful measurement tools, prescriptive adoption methods, and control metrics to facilitate management by fact. Visible Ops is the first major publication of the ITPI.

About the Author

Kevin Behr is the president and founder of the ITPI, as well as the CTO of IP Services, Inc. Kevin's 15 years experience in IT operations, security and field engineering spans environments ranging from financial services, manufacturing and technology sectors, allowing him to identify common problem domains and develop powerful solutions for IT Operations that span industry and scale. Kevin is working on development of IT operations management curriculum and research grants in conjunction with researchers from the Decision Sciences and MBA Programs at the University Of Oregon Lundquist College Of Business. Kevin is currently working with Gene Kim and Julia Allen, a senior member of the technical staff within the Networked Systems Survivability Program at the Software Engineering Institute at Carnegie Mellon University on prescriptive adoption methods that integrate best practices in IT operations, security, and audit. Kevin holds the CISA designation and is ITIL certified. Kevin is also a frequently invited speaker called on to address a broad range of technology and management framework topics by organizations such as The National Academies of Science, Hewlett Packard, The SANS Institute, AFCOM, The Palmer Group, The Software Engineering Institute at Carnegie Mellon University, CERT, Tripwire, and BetterManagement.com. Gene Kim is the CTO and co-founder of Tripwire, Inc. In 1992, he co-authored Tripwire while at Purdue University with Dr. Gene Spafford. Although Gene is widely published on computer security, operating systems and networking in SANS, ACM and IEEE publications, he is continually fixated on the problems of process integrity issues in Operations and Security. He is currently actively working on a series of projects with the Software Engineering Institute and Institute of Internal Auditors to capture how "best in class" organizations have Security, Operations, Audit, Management, and Governance working together to solve common objectives. Gene is certified on both IT management and audit processes, possessing both ITIL Foundations and CISA certifications. In 2004, he was named by InfoWorld as one of the "Four Up and Coming CTOs to Watch." Gene holds an M.S. in computer science

from University of Arizona and a B.S. in computer sciences from Purdue University. Gene co-chaired! the April 2003 SANS technical workshop called Auditable Security Controls That Work, hailed by SANS as one of their top five gifts back to the community. In October, Gene co-chaired the Best In Class Security And Operations Roundtable (BIC-SORT) with the Software Engineering Institute at Carnegie Mellon University. George Spafford is an IT process consultant interested in the intersection of human factors, security, and complexity in the world of information technology. George is a prolific author on a wide range of topics including project management, technology business, communication, and security. He is the Vice President of Publishing for the ITPI. George has held a number of positions in IT operations, development and management. He holds an MBA from Notre Dame, a BA in Materials and Logistics Management from Michigan State University and an honorary degree from Konan Daigaku of Japan. He's a member of the ISACA and ITPI.

Users Review

From reader reviews:

Cathy Thomas:

Book is to be different per grade. Book for children until eventually adult are different content. As you may know that book is very important for people. The book *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps* ended up being making you to know about other information and of course you can take more information. It is quite advantages for you. The publication *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps* is not only giving you a lot more new information but also to be your friend when you experience bored. You can spend your personal spend time to read your e-book. Try to make relationship with the book *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps*. You never truly feel lose out for everything in case you read some books.

Kay Young:

Here thing why this kind of *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps* are different and reliable to be yours. First of all studying a book is good nevertheless it depends in the content of it which is the content is as tasty as food or not. *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps* giving you information deeper including different ways, you can find any book out there but there is no reserve that similar with *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps*. It gives you thrill reading through journey, its open up your own personal eyes about the thing that will happened in the world which is probably can be happened around you. You can easily bring everywhere like in recreation area, café, or even in your method home by train. When you are having difficulties in bringing the paper book maybe the form of *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps* in e-book can be your alternative.

Harold Morris:

As we know that book is significant thing to add our understanding for everything. By a book we can know everything we wish. A book is a pair of written, printed, illustrated or maybe blank sheet. Every year seemed to be exactly added. This e-book *The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps* was filled with regards to science. Spend your spare time to add your knowledge about your scientific disciplines competence. Some people has different feel when they reading any book. If you know

how big benefit of a book, you can experience enjoy to read a book. In the modern era like now, many ways to get book that you just wanted.

Roman Morris:

Do you like reading a guide? Confuse to looking for your preferred book? Or your book had been rare? Why so many query for the book? But just about any people feel that they enjoy intended for reading. Some people likes studying, not only science book but in addition novel and The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps as well as others sources were given information for you. After you know how the great a book, you feel would like to read more and more. Science guide was created for teacher or students especially. Those guides are helping them to include their knowledge. In various other case, beside science reserve, any other book likes The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps to make your spare time far more colorful. Many types of book like this one.

**Download and Read Online The Visible Ops Handbook:
Implementing ITIL in 4 Practical and Auditable Steps By Kevin
Behr, Gene Kim, George Spafford #L7EWQHP09ND**

Read The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford for online ebook

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford books to read online.

Online The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford ebook PDF download

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford Doc

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford Mobipocket

The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford EPub

L7EWQHP09ND: The Visible Ops Handbook: Implementing ITIL in 4 Practical and Auditable Steps By Kevin Behr, Gene Kim, George Spafford