



JASON DION
TRAINING THE CYBER SECURITY WORKFORCE



Quality in Service Design

ITILv3 Foundations

<http://www.jasondion.com>

Quality in Service Design

- Important to consider the entire service holistically to ensure quality
- Requires clear specifications for what level of quality must be achieved
- Processes must exist to ensure warranty (fit for use)



Quality in Service Design

- Quality in the Service Design phase leads to quality in Service Operations later on...
- It is harder and more costly to fix things later...
- Design it right the first time!

