



Principles of Service Operation

ITILv3 Foundations

<http://www.jasondion.com>

Principles

- Balance
- Communication



The Four Elements of Balance

- Internal IT vs. External Business
- Stability vs. Responsiveness
- Cost vs. Quality
- Proactive vs. Reactive



Communication is Critical

- With users and customers
- Between operational teams
- Between operational shifts
- In performance reporting
- With projects and programs
- For changes, releases, & deployments
- About failures, exceptions, & emergencies

