



IT Operations Management

ITILv3 Foundations

<http://www.jasondion.com>

IT Operations Management

- Provides a stable platform on which services can be delivered to meet the agreed-upon business needs
- To perform the day-to-day running of the IT infrastructure and the facilities that house it
- Split into two sub-functions
 - Operations Control
 - Facilities Management



Operations Control

- Monitors the infrastructure for optimal performance minute-by-minute and conducts the normal maintenance cycles required
 - Console Management
 - Backup and restoral operations
 - Media management
 - Batch job execution
 - ...and more



Operations Control: NOC

- Network Operations Center (NOC) or Operations Bridge are common terms for their workspace



Facilities Management

- Only concerned with physical environment of the IT infrastructure
 - Data centers, server rooms, ...
 - Power
 - Air Conditioning (HVAC)
 - Fire suppression
 - Physical access control
- Close relationship necessary with Operations Control for success

