



The Visible Ops™ Handbook

Implementing ITIL® in 4 practical and auditable steps

We have met with hundreds of IT organizations looking for common practices that have been proven to work. Through a research project with Carnegie Mellon University Software Engineering Institute, we identified eight high-performing IT organizations with the highest service levels, best security, and best efficiencies.

What was most amazing about these eight organizations was what they shared: a common way of managing change, a culture of causality, and value placed on controls that were both visible and auditable.

We developed the Visible Ops methodology because everyone seemed to be asking the same urgent question: “I believe in the need for the IT process improvement, but where do I start?” Visible Ops reflects the lessons learned about how these organizations work and describes a control-based entry point into the world of ITIL. This simple four step approach provides an actionable, and change enabling path to better management of critical IT resources.

Common Characteristics of Top Performers

What makes top performing organizations so different from others organizations, both qualitatively and quantitatively?

- Server to system administrator ratios greater than 100:1
- Low rate of unplanned work
- Higher staffing early in the IT life cycle
- Collaborative working relationships between functions
- Posture of compliance
- Culture of change management
- Culture of causality
- Management by fact



We have sold over 50,000 copies of this simple yet powerful resource.

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What people are saying about Visible Ops

“This is a road map to running a sane datacenter. If you are tired of ‘management by hair on fire,’ read this book and consider it carefully.”

Stephan Northcutt
Director of Training
The SANS Institute

“The Authors have (at last) found a meaningful way to pinpoint one of the best ways to begin implementing ITIL.”

Robin P. Yearsley
www.AskTheServiceExpert.com

“Visible Ops gets to the essence of good control practices for today’s IT environment. I believe Visible Ops presents a control philosophy and methodology that is a dream come true for IT auditors.”

John P. Withington
Vice President – IS Audit
NASD

Visible Ops Partners

The IT Process Institute has partnered with several leading firms to bring the Visible Ops methodology to your organization. These partners offer broad IT service management expertise and various levels of focused consulting and guidance relating to the practices found in The Visible Ops Handbook.

Visible Ops Partners are leaders in providing IT infrastructure and IT process consulting and training. Among other services, Visible Ops Partners provide:

- Consulting designed to help organizations implement the Visible Ops methodology
- IT risk and process consulting
- Conduct in-depth interviews to determine an organization’s current strengths, weaknesses and areas of risk with regards to integrity management capabilities
- Make specific recommendations based on in-depth analysis of unique operational challenges
- Offer instructor led courses to teach organizations the basics of the Visible Ops methodology

To purchase The Visible Ops Handbook and for more information about the Visible Ops Partners please visit: www.itpi.org