

The Visible Ops Handbook Starting Itil In 4 Practical Steps Kevin Behr

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The Visible Ops handbook Starting ITIL® in 4 Practical Steps 'The visible ops handbook starting ITIL® in 4 practical steps' is the title of the book written by Kevin Behr, Gene Kim and George Spafford. The aim of this book is to give comprehensive guidance and valuable tips to the IT companies in general and professionals in particular.

The Visible Ops handbook Starting ITIL in 4 Practical Steps

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and George Spafford. Information Technology Process Institute, 2004. \$19.95, 84 pp. ISBN 0-9755686-0-4. Reviewed by Wayne Brown

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I've been researching high-performing technology organizations since 1999. I'm the multiple award-winning CTO, Tripwire founder, co-author of The DevOps Handbook, The Phoenix Project, and Visible Ops. I'm an DevOps Researcher, Theory of Constraints Jonah, a certified IS auditor and a rabid UX fan.

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I would highly recommend starting with the Visible Ops handbook if you find that you do not have control over the 4 phases described in that book. Working some of the deliverables discussed in the DevOps handbook in parallel could be an option but I would, and have, focused on the 4 phases and have moved onto some of the ideas presented in the DevOps handbook.

DevOps Handbook vs Visible Ops Handbook : devops

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.

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