

Run Practices

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Proactive monitoring

□ What is it

- The process of actively checking and monitoring systems, applications, and networks to detect and resolve potential issues before they affect users or escalate into larger problems. Instead of simply reacting to incidents after they occur (which is called reactive monitoring), proactive monitoring aims to predict and prevent problems.
- Key elements of proactive monitoring include: Threshold alerts, Trend Analysis, Log Monitoring, Health checks, Automated testing, Backup and disaster recovery tests, Capacity planning

□□ Key Benefits / Why is this important

- The goal of proactive monitoring is to increase system uptime, improve user satisfaction, and reduce the time and costs associated with downtime and troubleshooting.
- By catching issues early or even before they happen, organizations can provide a smoother, more reliable service to their users.

□□ Techniques supporting this practice

- Automated testing

Service Operations - ITIL Framework V4

□ What is it

- ITIL encompasses a number of practices for IT service management (ITSM) that aims to align IT services with the needs of the business. The Service Operations phase of ITIL ensures that IT systems are available, reliable, and performant to meet the needs of the business and its users. The main goal of Service Operation is to coordinate and carry out the activities and processes necessary to deliver and manage services at agreed levels to business users and customers.
- The ITIL framework also works seamlessly with DevOps, Lean, and Agile, and Axelos' products such as PRINCE2® and AgileSHIFT®. It is the basis for the international standard ISO20000 and the workflows in many service management software platforms.
- The key processes covered within service operations are:
- Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management

□□ Key Benefits / Why is this important

- Improved Service Delivery: By focusing on value delivery, ITIL practices help organizations better serve their users.
- Reduced Costs: Efficient, standardized processes can lead to decreased costs.
- Better Risk Management: ITIL provides practices for identifying and managing risks.
- Continual Improvement: The framework emphasizes ongoing analysis and improvement of services and practices.

☐☐ Techniques supporting this practice

- Logging and monitoring

Continuous Discovery

□ What is it

- Continuous discovery is an ongoing practice where teams consistently engage with end users to better understand their needs, challenges, and contexts. This approach ensures that teams are not just building things right, but they're building the right things. Continuous discovery is about maintaining a regular rhythm of customer interaction and learning, ensuring that product decisions are grounded in real-world insights.
- Rather than treating discovery as a phase that precedes development, continuous discovery integrates learning and feedback into the everyday workflow of product mindset teams throughout the lifecycle.
- A key prerequisite to establishing a good practice is maintaining a regular dialogue with end users. It is suggested a minimum cadence of a month should be used as a starting benchmark.
- This interaction can take the form of interviews, usability testing, observations, surveys, and other methods to gather insights.
- Please see <https://www.producttalk.org/category/continuous-discovery/> for associated material, blogs and resources.

□□ Key Benefits / Why is this important

- **Faster adaptation:** With ongoing insights, teams can more quickly adapt to new information or market changes, keeping the product aligned with user needs.
- **Increased Relevance:**
- **Reduced Risk:** By continuously validating ideas and assumptions with real users, teams reduce the risk of building unwanted or ineffective features.

□□ Techniques supporting this practice

- User interviews
- Observational study
- Data analysis
- Survey