



# ITSM Iron Triangle: Incidents, Changes And Problems

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### **Editorial Review**

#### About the Author

Daniel McLean has worked in IT for more than 20 years, and for more than ten years has been designing, implementing and operating processes to support ITSM. His work focuses on bringing the best practices from the ITSM Standards into practical operational processes that are tailored to the needs of the particular organization. Daniel has developed and delivered customized ITIL courseware to a number of organizations and was a peer reviewer during the development of the ITIL 2007 v3 Service Strategy element of the ITIL framework. He holds many honors in IT and related areas.

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