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The IT4IT™ Reference Architecture, Version 2.0

A Pocket Guide

Andrew Josey et al.

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Contents

1 Introduction 23

1.1 An Introduction to the IT4IT Reference Architecture 23

1.2 Why Use the IT4IT Reference Architecture? 24

1.3 The Structure of the IT4IT Reference Architecture 25

1.3.1 The IT Value Chain 25

1.3.2 The IT4IT Reference Architecture 27

1.4 Positioning IT4IT 30

1.4.1 The Need for an IT Reference Architecture 30

1.4.2 Relationship to TOGAF, ArchiMate, and ITIL 31

1.4.3 Relationship to Other Industry Frameworks and Methods 32

2 Basic IT4IT Concepts 33

2.1 The IT Value Chain 33

2.2 IT Value Streams 34

2.3 The IT Value Chain and the IT4IT Reference Architecture 35

2.3.1 The Service Model 36

2.3.2 The Information Model 38

2.3.3 The Functional Model 42

2.3.4 The Integration Model 44

3 The S2P Value Stream 47

3.1 Overview 47

3.2 Key Value Propositions 47

3.3 Activities 48

3.4 Value Stream Diagram 49

3.5 Enterprise Architecture Functional Component 50

3.5.1 Purpose 50

3.5.2 Key Data Objects 50

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3.5.3 Key Data Object Relationships 50
3.5.4 Main Functions 50
3.6 Policy Functional Component 51
3.6.1 Purpose 51
3.6.2 Key Data Objects 51
3.6.3 Key Data Object Relationships 51
3.6.4 Main Functions 52
3.7 Proposal Functional Component 53
3.7.1 Purpose 53
3.7.2 Key Data Objects 53
3.7.3 Key Data Object Relationships 53
3.7.4 Main Functions 54
3.8 Portfolio Demand Functional Component 56
3.8.1 Purpose 56
3.8.2 Key Data Objects 57
3.8.3 Key Data Object Relationships 57
3.8.4 Main Functions 57
3.9 Service Portfolio Functional Component 58
3.9.1 Purpose 58
3.9.2 Key Data Objects 59
3.9.3 Key Data Object Relationships 59
3.9.4 Main Functions 60
3.10 IT Investment Portfolio Auxiliary Functional Component 62
3.10.1 Purpose 62
3.10.2 Key Data Objects 62
3.10.3 Key Data Object Relationships 64
3.10.4 Main Functions 64

4 The R2D Value Stream 65
4.1 Overview 65
4.2 Key Value Propositions 66
4.3 Activities 66

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4.4 Value Stream Diagram 67
4.5 Project Functional Component 68
4.5.1 Purpose 68
4.5.2 Key Data Objects 68
4.5.3 Key Data Object Relationships 68
4.5.4 Main Functions 69
4.6 Requirement Functional Component 71
4.6.1 Purpose 71
4.6.2 Key Data Objects 71
4.6.3 Key Data Object Relationships 71
4.6.4 Main Functions 72
4.7 Service Design Functional Component 73
4.7.1 Purpose 73
4.7.2 Key Data Objects 74
4.7.3 Key Data Object Relationships 74
4.7.4 Main Functions 74
4.8 Source Control Functional Component 76
4.8.1 Purpose 76
4.8.2 Key Data Objects 76
4.8.3 Key Data Object Relationships 76
4.8.4 Main Functions 77
4.9 Build Functional Component 78
4.9.1 Purpose 78
4.9.2 Key Data Objects 78
4.9.3 Key Data Object Relationships 78
4.9.4 Main Functions 78
4.10 Build Package Functional Component 79
4.10.1 Purpose 79
4.10.2 Key Data Objects 80
4.10.3 Key Data Object Relationships 80
4.10.4 Main Functions 80

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4.11 Release Composition Functional Component 81
4.11.1 Purpose 81
4.11.2 Key Data Objects 81
4.11.3 Key Data Object Relationships 82
4.11.4 Main Functions 83
4.12 Test Functional Component 86
4.12.1 Purpose 86
4.12.2 Key Data Objects 86
4.12.3 Key Data Object Relationships 86
4.12.4 Main Functions 87
4.13 Defect Functional Component 88
4.13.1 Purpose 88
4.13.2 Key Data Objects 88
4.13.3 Key Data Object Relationships 88
4.13.4 Main Functions 89

5 The R2F Value Stream 91
5.1 Overview 91
5.2 Key Value Propositions 92
5.3 Activities 92
5.4 Value Stream Diagram 93
5.5 Engagement Experience Portal 94
5.5.1 Purpose 94
5.5.2 Key Data Objects 94
5.5.3 Key Data Object Relationships 94
5.5.4 Main Functions 96
5.6 Offer Consumption Functional Component 96
5.6.1 Purpose 96
5.6.2 Key Data Objects 97
5.6.3 Key Data Object Relationships 97
5.6.4 Main Functions 97

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5.7 Offer Management Functional Component 99
5.7.1 Purpose 99
5.7.2 Key Data Objects 99
5.7.3 Key Data Object Relationships 99
5.7.4 Main Functions 101
5.8 Catalog Composition Functional Component 101
5.8.1 Purpose 101
5.8.2 Key Data Objects 101
5.8.3 Key Data Object Relationships 101
5.8.4 Main Functions 102
5.9 Request Rationalization Functional Component 102
5.9.1 Purpose 102
5.9.2 Key Data Objects 103
5.9.3 Key Data Object Relationships 103
5.9.4 Main Functions 105
5.10 Fulfillment Execution Functional Component 105
5.10.1 Purpose 105
5.10.2 Key Data Objects 106
5.10.3 Key Data Object Relationships 107
5.10.4 Main Functions 107
5.7 Usage Functional Component 109
5.7.1 Purpose 109
5.7.2 Key Data Objects 109
5.7.3 Key Data Object Relationships 109
5.7.4 Main Functions 109
5.8 Chargeback/Showback Functional Component 110
5.8.1 Purpose 110
5.8.2 Key Data Objects 110
5.8.3 Key Data Object Relationships 111
5.8.4 Main Functions 111

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5.9 Knowledge & Collaboration Secondary Functional Component 112
5.9.1 Purpose 112
5.9.2 Key Data Objects 112
5.9.3 Key Data Object Relationships 112
5.9.4 Main Functions 113

6 The D2C Value Stream 115
6.1 Overview 115
6.2 Key Value Propositions 116
6.3 Activities 116
6.4 Service Monitoring Functional Component 118
6.4.1 Purpose 118
6.4.2 Key Data Objects 118
6.4.3 Key Data Object Relationships 118
6.4.4 Main Functions 118
6.5 Event Functional Component 120
6.5.1 Purpose 120
6.5.2 Key Data Objects 120
6.5.3 Key Data Object Relationships 120
6.5.4 Main Functions 120
6.6 Incident Functional Component 121
6.6.1 Purpose 121
6.6.2 Key Data Objects 122
6.6.3 Key Data Object Relationships 122
6.6.4 Main Functions 122
6.7 Problem Functional Component 125
6.7.1 Purpose 125
6.7.2 Key Data Objects 125
6.7.3 Key Data Object Relationships 125
6.7.4 Main Functions 126

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6.8 Change Control Functional Component 128
6.8.1 Purpose 128
6.8.2 Key Data Objects 128
6.8.3 Key Data Object Relationships 128
6.8.4 Main Functions 129
6.9 Configuration Management Functional Component 131
6.9.1 Purpose 131
6.9.2 Key Data Objects 131
6.9.3 Key Data Object Relationships 131
6.9.4 Main Functions 132
6.10 Diagnostics & Remediation Functional Component 134
6.10.1 Purpose 134
6.10.2 Key Data Objects 134
6.10.3 Key Data Object Relationships 134
6.10.4 Main Functions 134
6.11 Service Level Functional Component 135
6.11.1 Purpose 135
6.11.2 Key Data Objects 135
6.11.3 Key Data Object Relationships 136
6.11.4 Main Functions 136
6.12 Other IT Operations Area 138

Appendix A Differences between IT4IT and ITIL 139
Appendix B Glossary 141
Appendix C Acronyms and Abbreviations 145

Index 147

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Preface

This Document

This document is the Pocket Guide for the IT4IT™ Reference Architecture, Version 2.0, an Open Group Standard. It is designed to provide a reference for Business Managers, IT professionals, practitioners, and IT leaders.

The IT Value Chain and IT4IT Reference Architecture represent the IT service lifecycle in a new and powerful way. They provide the missing link between industry standard best practice guides and the technology framework and tools that power the IT service management ecosystem. The IT Value Chain and IT4IT Reference Architecture are a new foundation on which to base your IT operating model. Together, they deliver a blueprint to accelerate IT's transition to becoming a service broker to the business. They also address strategic challenges brought about by mobility, cloud, big data, security, and Bring Your Own Device (BYOD).

This allows organizations to:

- Focus on the true role of IT: to deliver services that make the company more competitive.
- Support the multi-sourced service economy, enabling new experiences in driving the self-sourcing of services that power innovation.

The intended audiences for this Pocket Guide includes:

- Individuals who require a basic understanding of the IT Value Chain and IT4IT Reference Architecture
- IT Professionals who are responsible for delivering services in a way that is flexible, traceable, and cost-effective
- IT Professionals/Practitioners who are focused on instrumenting the IT management landscape
- IT leaders who are concerned about the nature and appropriateness of their operating model

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A prior knowledge of IT service management is advantageous but not required.

The Pocket Guide is structured as follows:

- Chapter 1 provides an introduction to this Pocket Guide, the IT4IT Reference Architecture, the structure of the IT4IT standard, and the positioning of the IT4IT standard in the standards landscape.
- Chapter 2 describes the IT Value Chain and IT4IT Reference Architecture concepts, including Value Streams.
- Chapter 3 describes the Strategy to Portfolio (S2P) Value Stream.
- Chapter 4 describes the Requirement to Deploy (R2D) Value Stream.
- Chapter 5 describes the Request to Fulfill (R2F) Value Stream.
- Chapter 6 describes the Detect to Correct (D2C) Value Stream.
- Appendix A summarizes the differences between the IT4IT Reference Architecture and ITIL.
- Appendix B includes the glossary of terms.
- Appendix C includes acronyms and abbreviations used in this Pocket Guide.

About IT4IT™

- IT4IT, an evolving Open Group standard, provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT, enabling insight for continuous improvement.
- IT4IT provides the capabilities for managing the business of IT that will enable IT execution across the entire Value Chain in a better, faster, cheaper way with less risk.
- IT4IT is industry-independent to solve the same problems for everyone.
- IT4IT is designed for existing landscapes and accommodates future IT paradigms.

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Conventions Used in this Pocket Guide

The following conventions are used throughout this Pocket Guide in order to help identify important information and avoid confusion over the intended meaning.

- Ellipsis (…)
  Indicates a continuation; such as an incomplete list of example items, or a continuation from preceding text.
- **Bold**
  Used to highlight specific terms.
- *Italics*
  Used for emphasis. May also refer to other external documents.

Readers should note that due to the limited number of colors used in this Pocket Guide, the model diagrams use a different color scheme to the official IT4IT documentation.

In addition to typographical conventions, the following conventions are used to highlight segments of text:

A Note box is used to highlight useful or interesting information.

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- Capture, understand, and address current and emerging requirements, and establish policies and share best practices

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- Facilitate interoperability, develop consensus, and evolve and integrate specifications and open source technologies
- Offer a comprehensive set of services to enhance the operational efficiency of consortia
- Operate the industry's premier certification service

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- M. Porter: Competitive Advantage: Creating and Sustaining Superior Performance, ISBN: 978-0684841465, Free Press; 1st Edition (June 1998).
- TOGAF Version 9.1 (English version), Open Group Standard, available online at www.opengroup.org/architecture/togaf9-doc/arch, and also available as TOGAF Version 9.1 "The Book" (ISBN: 978 90 8753 6794, G116) at www.opengroup.org/bookstore/catalog/g116.htm.

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