

The IT4IT™ Reference Architecture, Version 2.0

A Pocket Guide



Andrew Josey et al.

IT4IT™

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THE IT4IT™ REFERENCE ARCHITECTURE,
VERSION 2.0

A POCKET GUIDE

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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

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.

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

- 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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References

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- ArchiMate® 2.1 Specification, Open Group Standard (C13L), December 2013, published by The Open Group; refer to: www.opengroup.org/bookstore/catalog/c13l.htm.
- 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.

Chapter 1

Introduction

This Pocket Guide provides a first introduction to the IT4IT Reference Architecture, Version 2.0, an Open Group Standard. It will be of interest to individuals who require a basic understanding of the IT Value Chain and the IT4IT Reference Architecture, and IT professionals and IT leaders who are concerned with – or about – their operating model.

This chapter provides a brief overview of the standard.

Topics addressed in this chapter include:

- An introduction to the IT4IT Reference Architecture
- The benefits of using the IT4IT Reference Architecture
- The structure and constituent parts of the IT4IT Reference Architecture
- The relationship of IT4IT to other Open Group standards and to other industry frameworks and methodologies

1.1 An Introduction to the IT4IT Reference Architecture

The Open Group IT4IT Reference Architecture standard comprises a reference architecture and value chain-based operating model for managing the business of IT. The operating model defined by the standard serves the digital enterprise with support for real-world use-cases (e.g., Cloud-sourcing, Agile, DevOps, and service brokering) as well as embracing and complementing existing process frameworks and methodologies (e.g., ITIL, COBIT, SAFe, and TOGAF).

It offers great value to any company that takes managing the business of IT seriously, and especially those with an interest in business and IT transitions. It allows the IT function within an organization to achieve

the same level of business discipline, predictability, and efficiency as other functions in the business.

The standard is focused on defining, sourcing, consuming, and managing IT services by looking holistically at the entire IT Value Chain. While existing frameworks and standards have placed their main emphasis on process, this standard is process-agnostic, focused instead on the data needed to manage a service through its lifecycle. It then describes the functional components (software) that are required to produce and consume the data. Once integrated together, a system of record fabric for IT management is created that ensures full visibility and traceability of the service from cradle to grave.

**IT4IT provides an Information Model**

It is important to understand that the IT4IT standard is not a process model; it is complementary to process models. It is an information model based on the concept of an IT Value Chain and supported by the IT4IT Reference Architecture, a component model.

IT4IT is neutral with respect to development and delivery models.

It is intended to support Agile as well as waterfall approaches, and Lean Kanban process approaches as well as fully elaborated IT service management process models.

1.2 Why Use the IT4IT Reference Architecture?

The following are key reasons to use IT4IT Reference Architecture standard:

- It provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT, enabling insight for continuous improvement.
- It provides the capabilities for managing the business of IT that enable IT execution across the entire Value Chain in a better, faster, cheaper way with less risk.
- It is industry-independent to solve the same problems for everyone.

- It is designed for existing landscapes and accommodates future IT paradigms.

1.3 The Structure of the IT4IT Reference Architecture

The IT4IT standard consists of the following:

- A formal IT operating model based on a value chain approach known as the IT Value Chain (see Figure 1)
- A three-level functional reference architecture (see Figure 2) encompassing the four major IT value streams from the IT Value Chain.



What is a Value Chain?

A sequence of activities required to design, produce, and provide a specific good or service, and along which information, materials, and worth flows. See also Chapter 2.

1.3.1 The IT Value Chain

The IT4IT standard is organized around the IT Value Chain, with four value streams supported by a reference architecture to drive efficiency and agility.

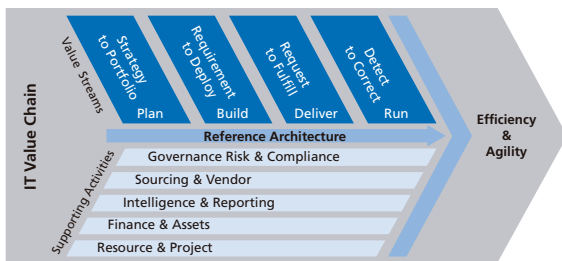


Figure 1: The IT Value Chain