

ITSM  16

itsmf UK

Making IT4IT™ real whilst leveraging your existing Service Management investments

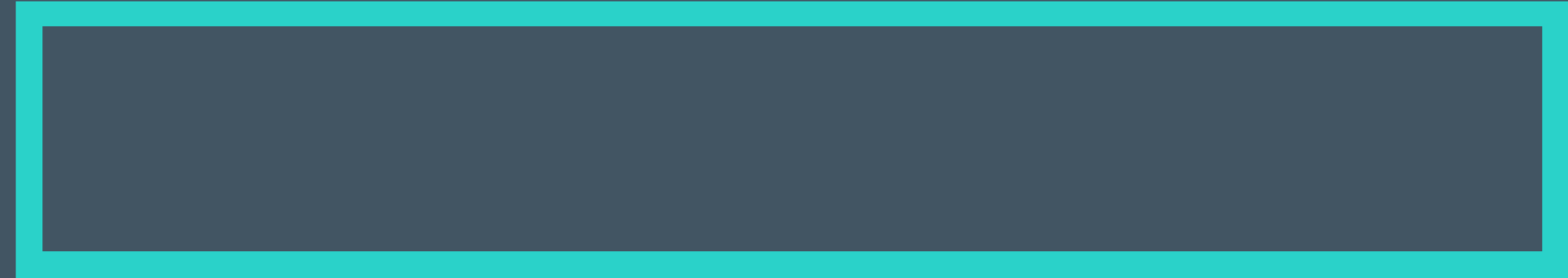
Tony Price WW Director IT4IT Strategic Consulting Hewlett Packard Enterprise
21st November 2016





Agenda

- Introduction to IT4IT
- Some difficult questions
- Making IT4IT real whilst leveraging you existing ITSM investment
- Useful resources
- Questions



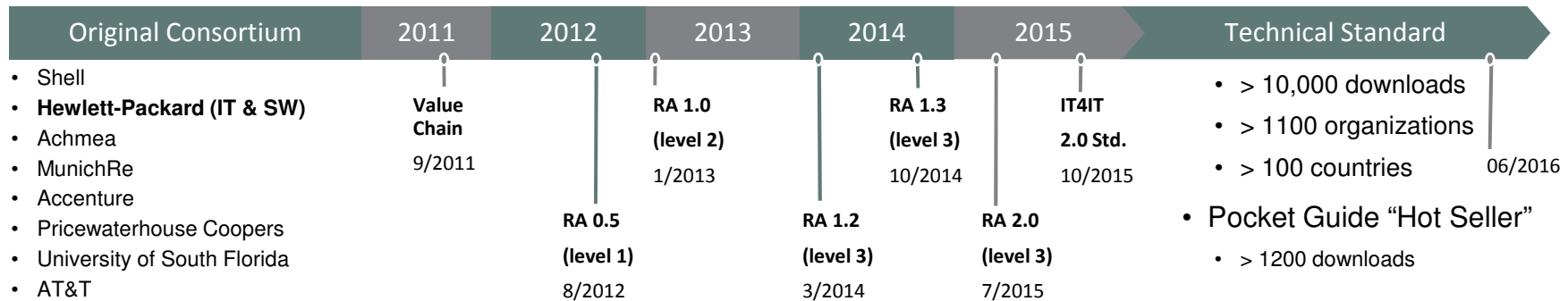
Introduction to IT4IT

We have never had a prescriptive reference architecture for running the business of IT

“Can you tell !”



IT4IT: an Open Group standard for running the business of IT



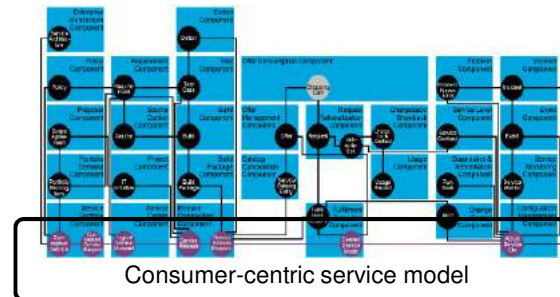
IT Operating Model

Describes the structure of IT management



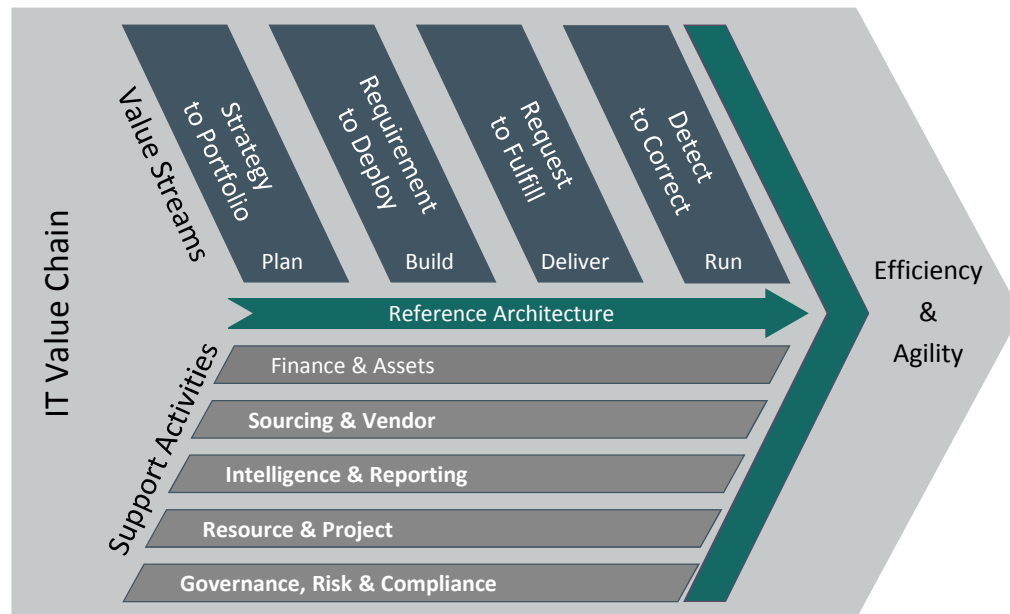
IT Reference Architecture

Prescribes the functional & information architecture



What is IT4IT

A prescriptive reference architecture for running the business of IT owned by The Open Group®



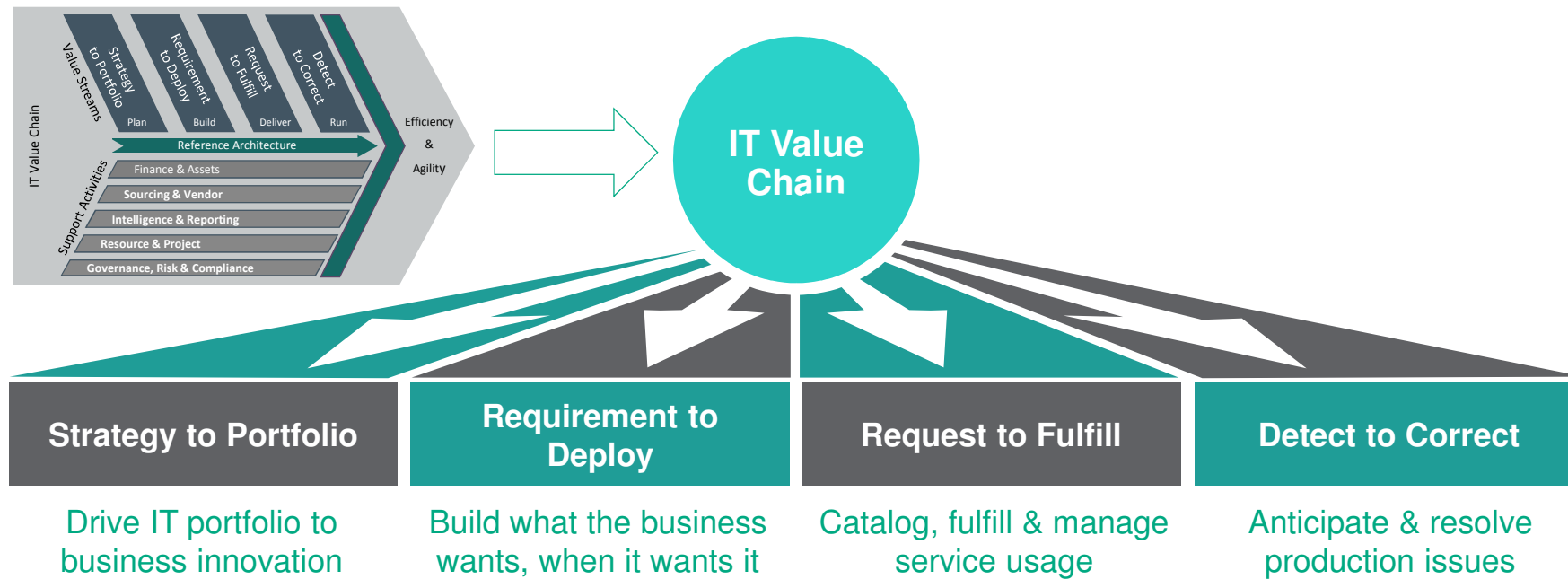
Value Chains – Porter
 Competitive Analysis
 Strategic Concepts
 Value Creation
 Activity cost to profit margin analysis



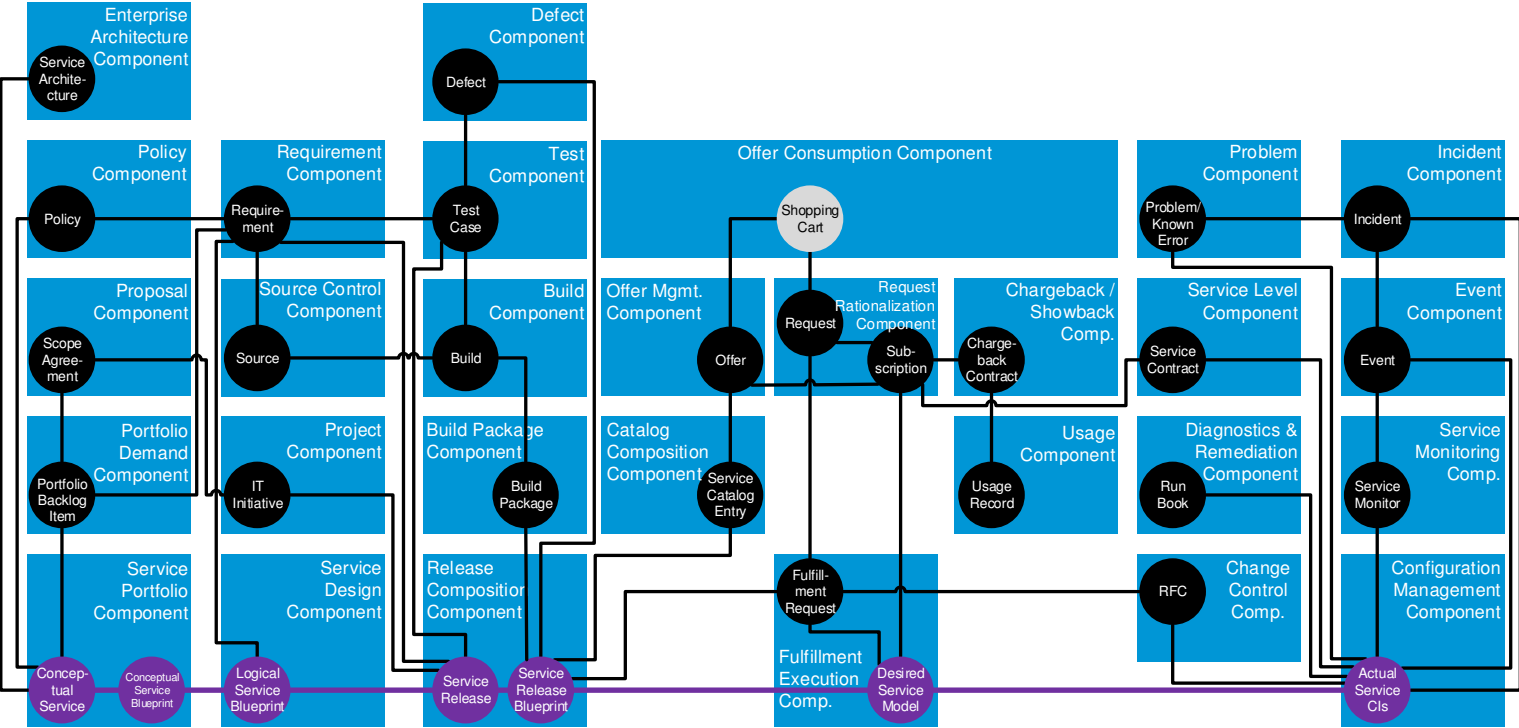
Value Streams – Martin
 Lean / 6-sigma concepts
 Multi-Process Oriented
 Customer focused results

The IT Value Chain has 4 IT Value Streams

as in a stream of activities delivering value



IT4IT™ reference Architecture V2.0





Some difficult questions

Difficult questions

- Have you ever highly customised a tool and then complained you don't get the ROI and Value you expected?



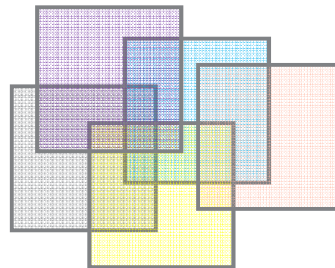
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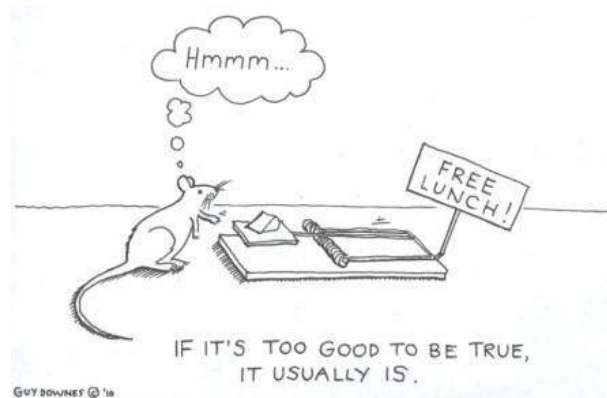
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- Did you ever think ... well I am using ITIL and the vendors tool is ITIL based so it has to work
- Have you ever jumped on the latest trend and bought the greatest and the latest only to find it was out of date a few months later



Difficult questions

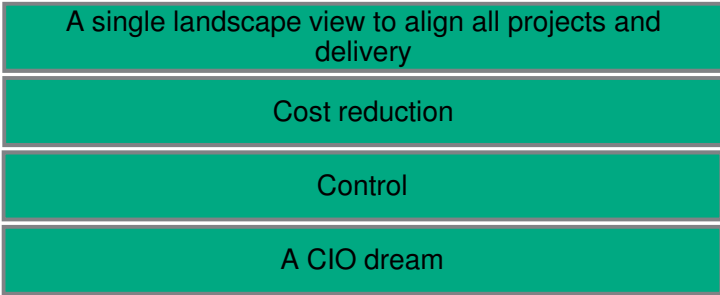
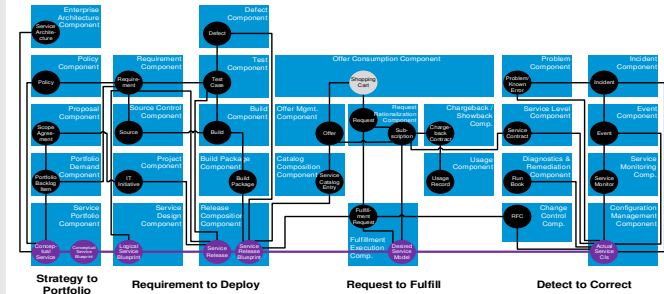
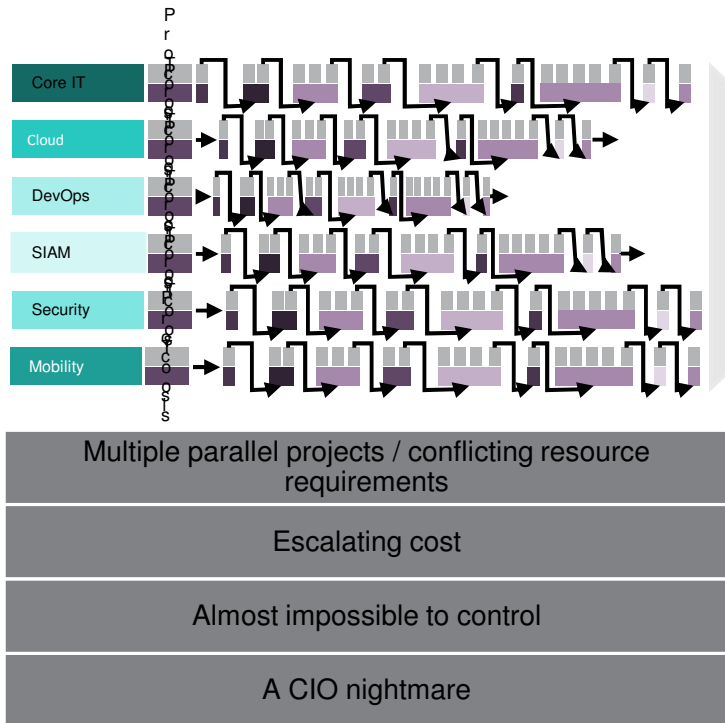
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- Did you ever think ... well I am using ITIL and the vendors tool is ITIL based so it has to work?
- Have you ever jumped on the latest trend and bought the greatest and the latest only to find it was out of date a few months later?
- Have you ever stepped back and looked at what you need across the entire IT Lifecycle to truly make IT flow





Looking at IT4IT through the Value Chain lens

A single prescriptive architecture – Making IT Flow!



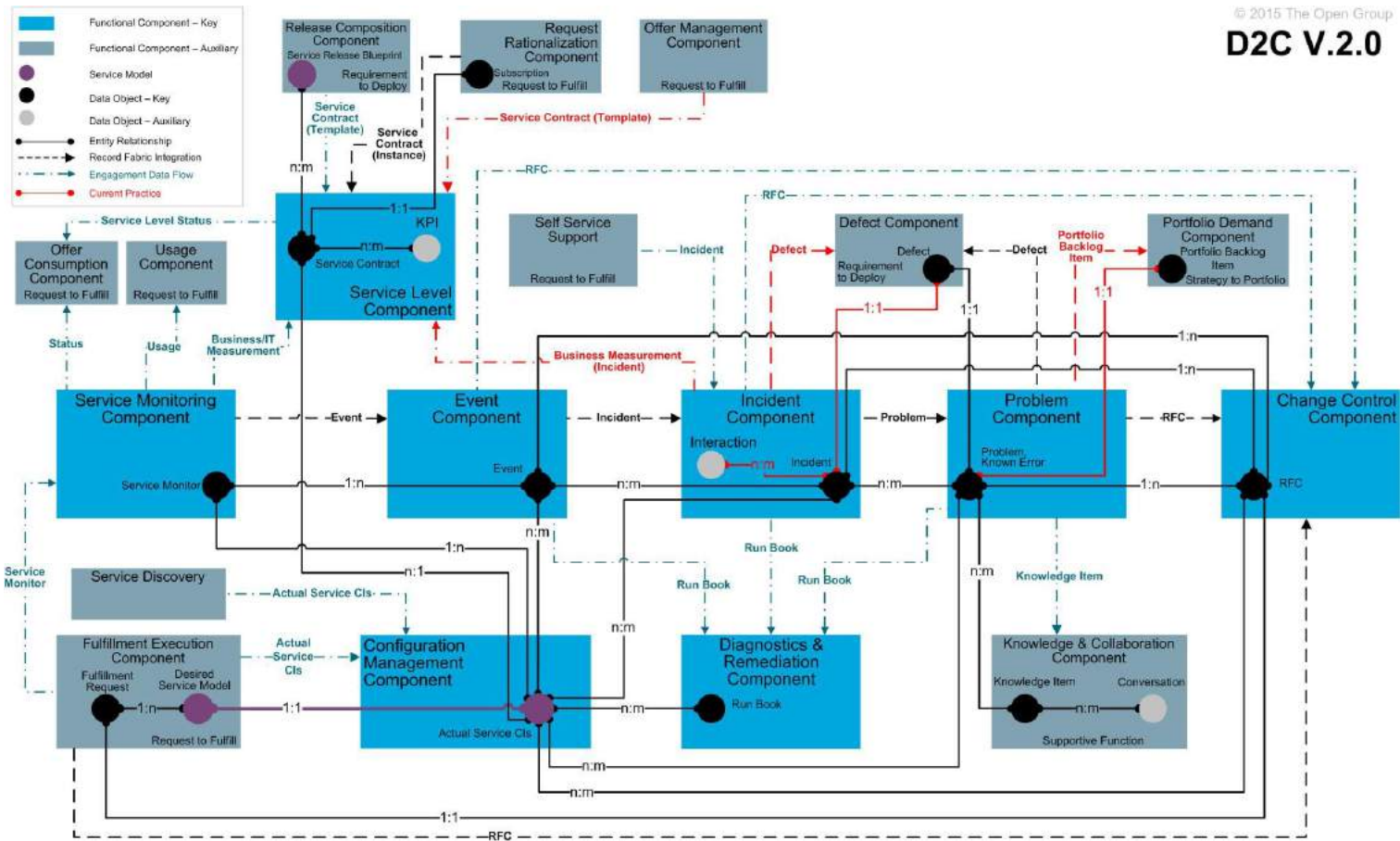


Leveraging your existing ITSM investment

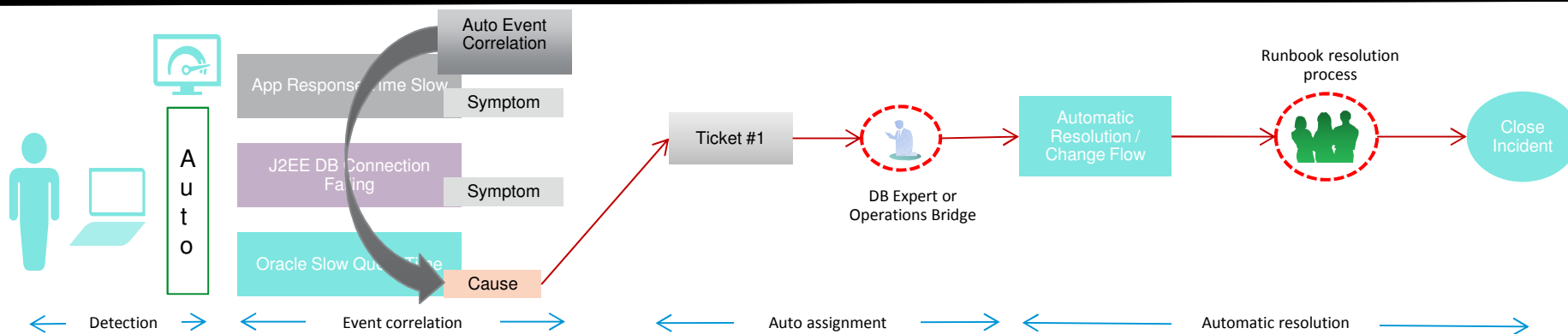
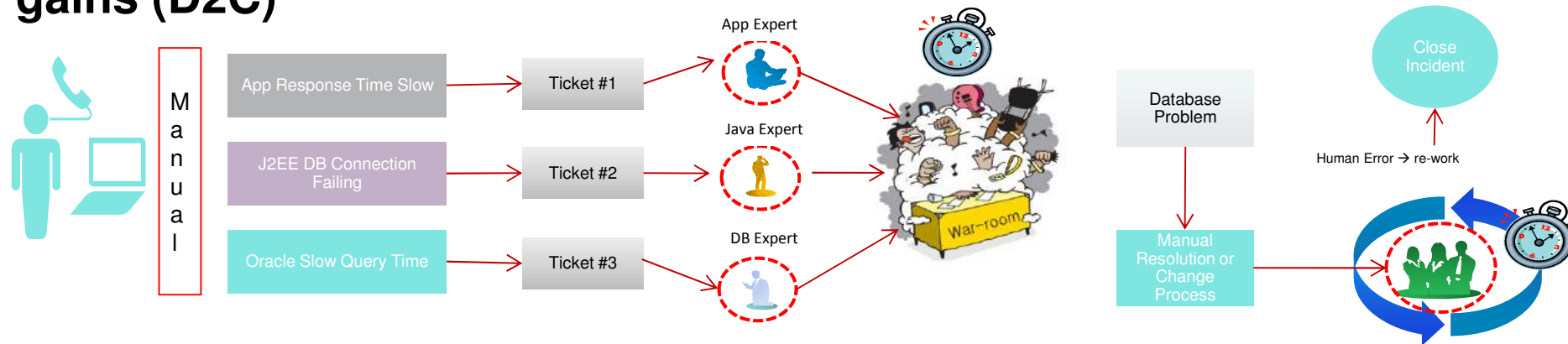
Leveraging you existing investments – answer a few questions

- What solutions do you have delivering ITSM?
- What capabilities do the solutions deliver?
- Which value stream do they fit in?
- Do they deliver the what IT4IT stream defines?
- Are they integrated as the value streams / chain defines?
- Do you use a common data model?
- Have you got a common service backbone?
- Have you got overlapping functionality?
- Have you got missing functionality or integrations (broken value streams) ?

D2C



Removal of Manual intervention results in significant efficiency gains (D2C)



Words of caution - Over optimisation leads to systemic waste

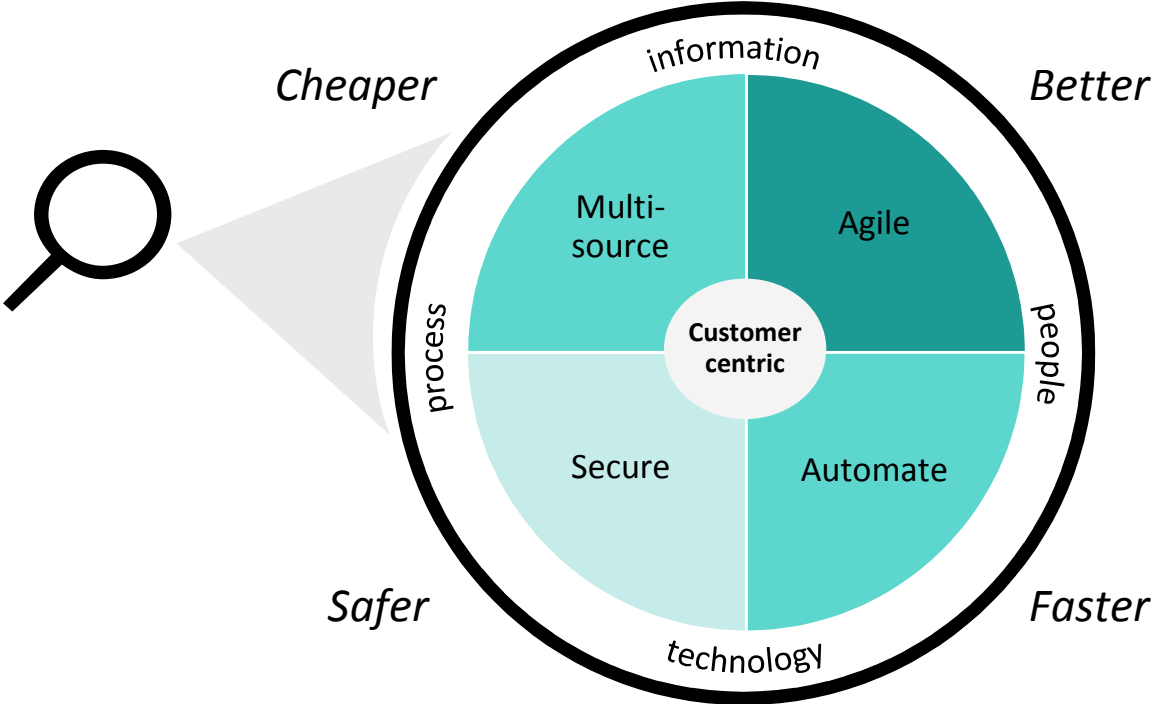


Some potential ways of leveraging your existing IT Service Management investment

- IT Value chain IT Management tooling landscape review
 - Missing functionality
 - Overlapping functionality
 - Over Optimisation
 - Missing integrations
 - Functionally provided sub optimally (customised tools)
- IT Value chain contractual reviews
 - Analyse supplier responsibility
 - Analyse overlapping responsibility
 - Analyse missing responsibilities
- It4IT Value Chain / Value stream optimisation
 - Making IT Flow
- One IT4IT reference architecture many uses
 - Cloud, SIM, Devops etc

Transforming IT with IT4IT impacts every aspect of your organization

Change the lens in which you view your business



Useful links

The Open Group

The Open Group IT4IT™ forum
<http://www.opengroup.org/IT4IT>

The Open Group IT4IT™
Collaboration Site
<http://www.it4it.com>

IT4IT™ The New Reference
Architecture for Managing the
Business of IT – Webinar (recorded)
<https://www2.opengroup.org/ogsys/catalog/D139>

The IT4IT™ pocket Guide
[http://www.vanharen.net/9789401800303/The_IT4IT_%E2%84%A2_Reference_Architecture_Version_2.0_%E2%80%93_A_Pocket_Guide_\(english_version\)?es_p=855690](http://www.vanharen.net/9789401800303/The_IT4IT_%E2%84%A2_Reference_Architecture_Version_2.0_%E2%80%93_A_Pocket_Guide_(english_version)?es_p=855690)

Hewlett Packard Enterprise

IT4IT Consulting Services
<http://www8.hp.com/uk/en/software-solutions/it4it-value-chain/services.html>

IT4IT eBook
<http://h20195.www2.hp.com/V2/GetDocument.aspx?docname=4AA5-8970ENW>

HPE IT4IT reference implementations
<https://softwaresupport.hpe.com/document/-/facetsearch/document/KM01834289>

HPE Software Solution and
integration Portal
<https://hpenterprise.sharepoint.com/teams/aztec/Portal/index.html>

Social Media

Twitter
#IT4IT
#ogIT4IT

LinkedIn

The Open Group IT4IT LinkedIn page
<https://www.linkedin.com/groups/Open-Group-IT4IT-Forum-6785651/about>

[Tony Price @TonyPriceAtWork](#)
[John McDermott @JohnFMcDermott1](#)

In summary

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Questions ?

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