

The IT4IT™ Reference Architecture, Version 2.1

A Pocket Guide



Andrew Josey et al.

IT4IT[™]

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THE IT4IT™ REFERENCE ARCHITECTURE,
VERSION 2.1

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The IT4IT™ Reference Architecture, Version 2.1

A P O C K E T G U I D E

Prepared by Andrew Josey et al.

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Pocket Guide

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Preface

This Document

This document is the Pocket Guide for the IT4IT™ Reference Architecture, Version 2.1, 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 include:

- 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 the IT4IT™ Reference Architecture Standard

- The evolving IT4IT standard provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT, enabling insight for continuous improvement
- The IT4IT standard 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
- The IT4IT standard is industry-independent to solve the same problems for everyone
- The IT4IT standard is designed for existing landscapes and accommodates future IT paradigms

The IT4IT Reference Architecture Standard, Version 2.1 – Release Highlights

The following topics have been included/enhanced in Version 2.1 of the IT4IT Reference Architecture:

- **Service Model simplification and enhancement**
The data objects which make up the Service Model Backbone have been simplified and better defined to lead to a stronger understanding of the Reference Architecture in its entirety. The Service Model is the backbone of the entire standard.
- **Financial Management supporting function**
The Reference Architecture has been updated to highlight how financial management capabilities are now supported by the standard. Financial Management is one of the supporting functions in the overall IT Value Chain and has impacts on core functions and data objects which have been updated to more effectively support this capability.
- **General consistency and flow of the overall standard**
The Reference Architecture 2.0 was the first version of the standard which was published. There were certain sections, naming conventions, and content which lacked some consistency throughout the standard which have now been resolved.

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.

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
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- Operate the industry's premier certification service

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