

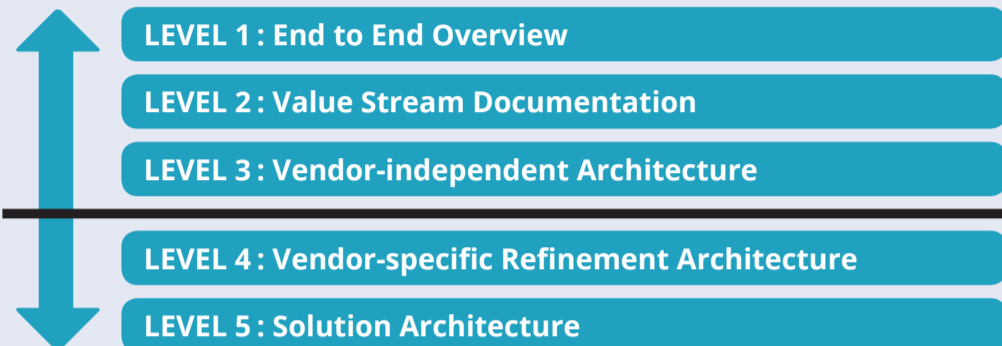
IT4IT™ Poster Series #4

IT4IT Level 1



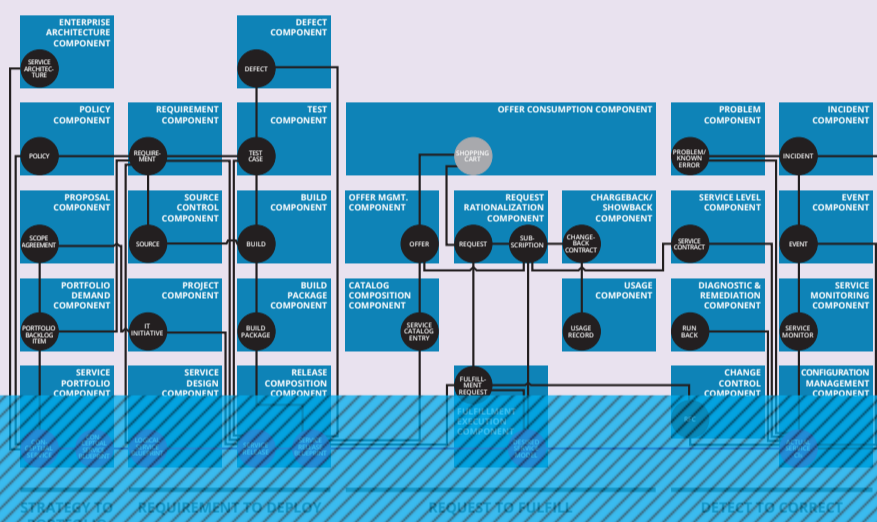
IT4IT™ includes a three-level functional reference architecture encompassing the four major IT value streams that are described in the accompanying IT Value Chain. Our poster provides an overview of Level 1.

IT4IT REFERENCE ARCHITECTURE LEVELS



- The IT4IT Reference Architecture defines five abstraction levels (shown in the diagram).
- The upper levels (1-3) are vendor-agnostic, providing generic views suitable for strategy, planning, and creating IT management product roadmaps.
- The lower levels (4-5) provide more specific details for implementation level or vendor-owned/controlled information.
- The standard defines Levels 1 to 3.
- Levels 4 and 5 are not defined by the standard, which provides example guidance at these levels.

IT4IT REFERENCE ARCHITECTURE - LEVEL 1



- The Level 1 Architecture is shown in the diagram to the right.
- The focus is on the complete IT Value Chain – providing a clear trace to the four Value Streams from the IT Value Chain Diagram.
- The diagram uses an informal notation depict the controls an IT organization needs to standardize, automate and manage the IT Value Chain.
- It shows everything from help desk, data centers, end user training, and hardware infrastructure to the administrators and technicians that keep IT running.
- Level 1 is considered the “overview level”. It provides a holistic model of the IT4IT Reference Architecture, introducing the core terms and concepts that underpin the architecture.

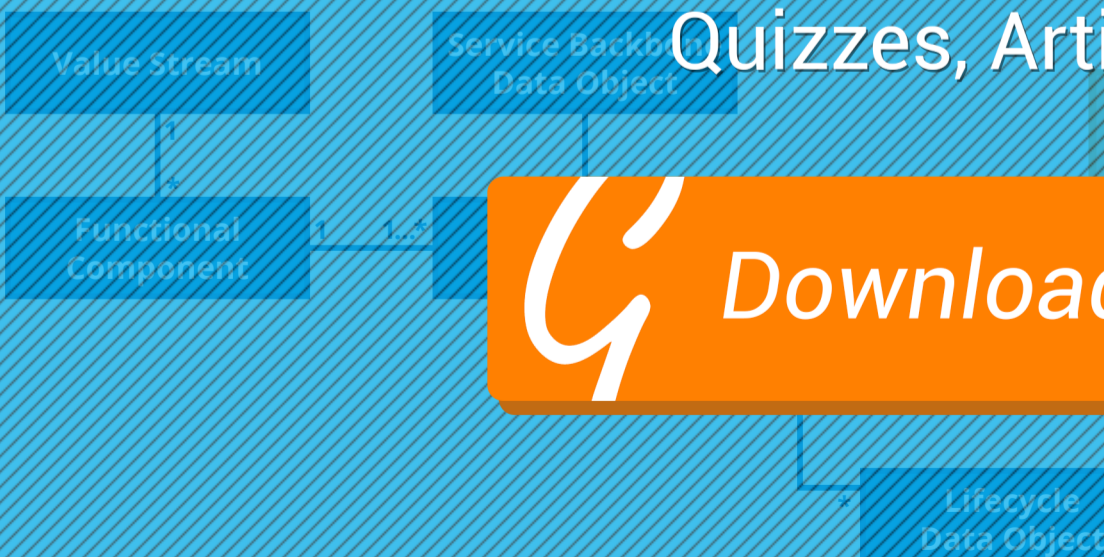
THE FOUR VALUE STREAMS



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Level 1 introduces 3 core concepts that are central to the IT4IT Reference Architecture: Functional Components, Service Lifecycle (or service Model backbone, Data Objects), and Relationships – shown below.

Reference: <http://www.opengroup.org/IT4IT>

