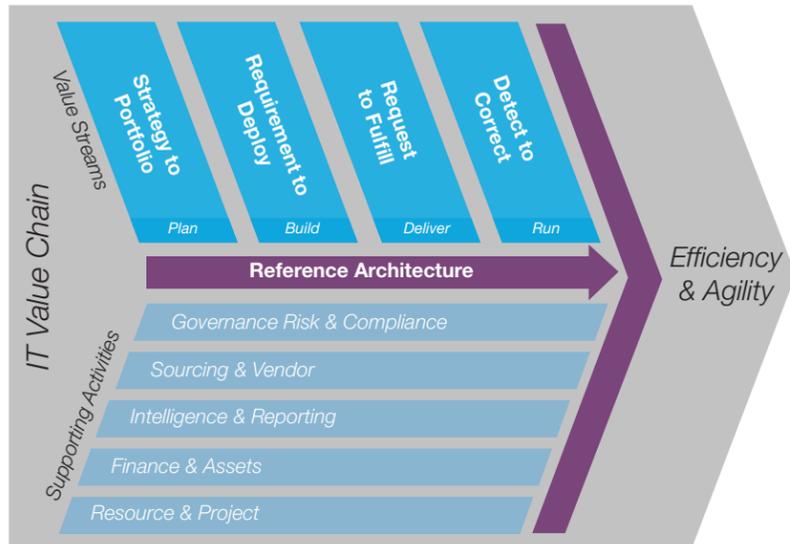
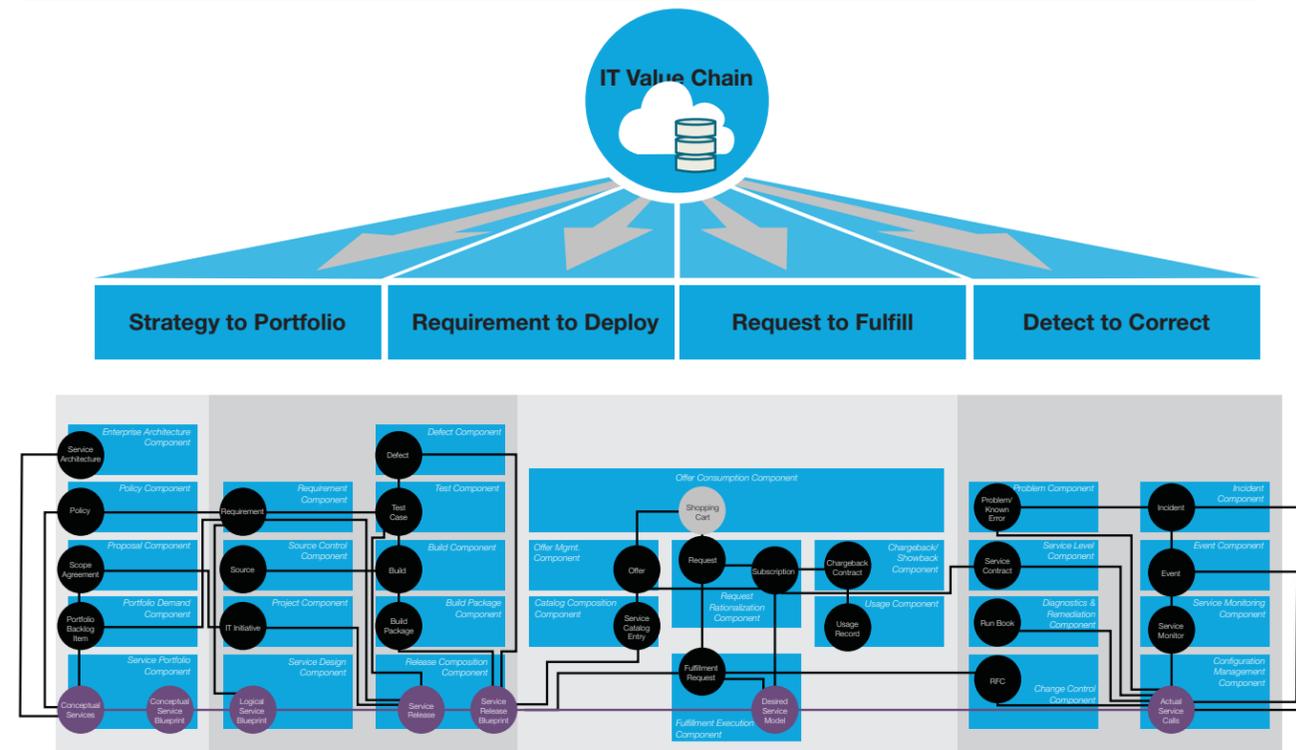


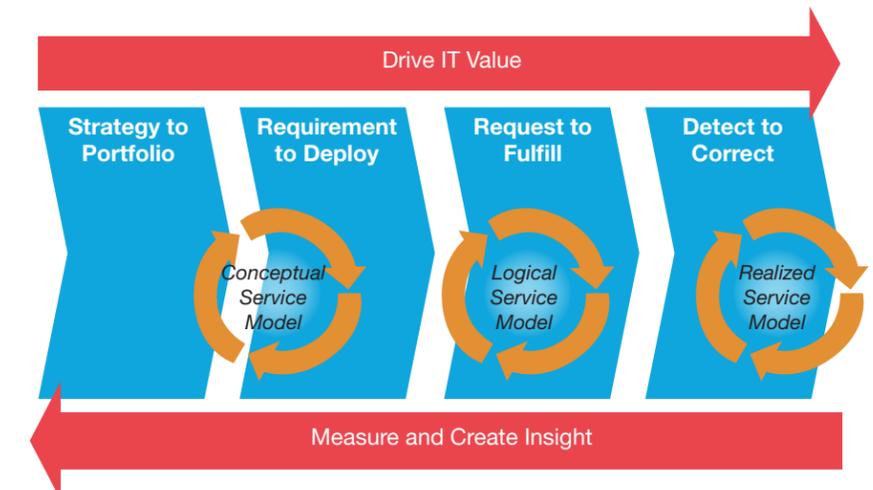
## Leveraging Business Value Chain Success



## Value Stream Overview



## Service Model Lifestyle



### IT4IT S2P: Strategy to Portfolio

**Manage your IT Portfolio and Investments to Drive Business Innovation**

- Provides the strategy to balance and broker your portfolio
- Provides a unified viewpoint across PMO, enterprise architecture, and service portfolio
- Improves data quality for decision-making
- Provides KPIs and roadmaps to improve business communication

**Value Drivers:** Holistic Demand, Business Priorities, Data Consistency, Financial Viability, Traceability, Communication, Proof Points (Innovation, Demand, Costs, Compliance, Capital, Usage).

**Key Activities:** Strategy, Service Portfolio, Demand, Selection.

### IT4IT R2D: Requirement to Deploy

**Prioritize Every Requirement to Build the Best Services and Deploy Them**

- Provides a framework for creating, modifying, or sourcing a service
- Supports agile and traditional development methodologies
- Enables visibility of the quality, utility, schedule, and cost of the services you deliver
- Defines continuous integration and deployment control points

**Value Drivers:** Reuse, Time-to-Market, Supplier Info, Financial Visibility, Predictability, Policy Compliance, Proof Points (Requirements, Defects, Automation, Deploy, On Time, Change).

**Key Activities:** Plan & Design, Develop, Test, Deploy.

### IT4IT R2F: Request to Fulfill

**Manage Catalog, Subscriptions, and Fulfillment across Multiple Providers**

- Helps your IT organization transition to a service broker model
- Presents a single catalog with items from multiple supplier catalogs
- Efficiently manages subscriptions and total cost of service
- Manages and measures fulfillments across multiple suppliers

**Value Drivers:** Consumption, Single Catalog, Service Broker, Efficiency, Traceability, Cost Optimization, Proof Points (Deliver, Broker, Speed, Costs, Satisfaction, Usage).

**Key Activities:** Design & Publish, Subscribe, Fulfill, Measure.

### IT4IT D2C: Detect to Correct

**Integrating IT Operations to Quickly Find and Fix Issues**

- Brings together IT service operations to enhance results and efficiency
- Enables end-to-end visibility using a shared configuration model
- Identifies issues before they affect users
- Reduces the mean time to repair

**Value Drivers:** Efficiency, Collaboration, Traceability, Cost, Risk, Improvement, Proof Points (Velocity, Effort, Root Cause, Teamwork, Costs, Satisfaction).

**Key Activities:** Detect, Diagnose, Change, Resolve.