WHATS THE PURPOSE OF IT4IT **REFERENCE ARCHITECTURE?**

Issues With the Traditional Approach

The IT4IT standard is for those organizations that realize a fundamentally different approach is needed for managing the new IT. The new IT organization is characterized by sourcing and orchestrating IT services from many internal and external service providers such as cloud vendors.

The current fragmented approach of ownership of processes, tools, data, and controls inhibits continuous improvement and prevents IT from performing its new role as a transparent and added-value business partner.

Complexity and Isolation

Traditionally, the implementation of IT management solutions required a large amount of configuration and customization before these tools could actually be used within the IT organization. IT tool vendors have long been offering proprietary solutions for specific functions within the IT Value Chain, but without any real standards for integration.

Although IT management tool vendors and IT organizations use best practices and standards such as ITIL, the actual implementation varies considerably between organizations, and interoperability between tools is still cumbersome.

There are still a lot of detailing and design choices to be made before ITIL can be operationalized and supported by automated tools. As a result, IT organizations are forced to build these themselves in isolation and typically at huge cost. This is simply unsustainable given the increased move towards cloud and outsourcing providers, and is a problem that the IT industry as a whole needs to fix. This traditional approach often results in a complex mesh of products and solutions requiring countless point-to-point integrations to accommodate the variations in process.

What the IT Industry Needs to Fix

The new IT organization also relies more on automation of IT activities supporting these endto- end processes. Unfortunately, there is not a single tool (or solution) or best practice that covers all IT management capabilities needed to run an IT organization as a business.

Therefore, we need to carefully select IT management tools and best practices to be implemented in the IT organization. To equip and empower the IT employees with the right set of tools (to automate end-to-end workflows) and provide information to support decisionmaking, a blueprint or reference architecture is required defining how to manage the business of IT. This integrated model supports the IT4IT value streams that are needed to significantly improve the performance of IT and to facilitate the transition to a Lean, Agile, and streamlined IT operating model supporting a new multivendor IT ecosystem. This is in contrast to how IT management has been executed up to now, which was basically an unplanned and ad hoc approach to implement IT management tools and IT processes.

The Four Pillars of IT4IT

Four pillars anchor the IT4IT Reference Architecture approach for the IT Value Chain:

- *The Service Model, defining how services should be managed in the portfolio*
- *The Information Model, defining what information we need to operate IT*
- *The Functional Model, defining the IT management systems we need to automate and support IT activities*
- *The Integration Model, defining how processes, data, and systems need to be connected to deliver value to the business. These pillars, when captured and modeled correctly, remain constant regardless of changes to process, technology, and/or capabilities.*

The goal of the IT4IT standard is to guide the improvement of the entire IT management capability of an IT organization using a value chain approach. Most CIOs and IT managers have realized that losing sight of the big picture due to the imminent urge of the daily details is blocking them from improving the IT function. Instead of improving specific processes, tools, or information needs, the focus should be on improving the system as a whole.

What IT4IT Will do For You

Use of the IT4IT Reference Architecture will:

- *Provide the capabilities for managing the business of IT that enable IT execution across the entire IT Value Chain in a better, faster, and more costeffectivemanner, while reducing risks*
- *Reduce expenditure on IT management tooling by using tools that are IT4IT compliant and therefore easier to integrate*
- *Increase resilience and efficiency in operations by better information provisioning and a higher degree of automation*
- *Increase agility in development by providing quicker and better feedback*
- *Increase throughput from development to operations by providing an end-to-end framework*

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- *Reduce risk and therefore increase predictability by providing more comprehensive information about assets and activities across the whole value chain*
- *Reduce costs, management attention, and staff disruption associated with reorganization by using an inherently stable IT operating model*
- *Optimize investments in new IT services for the business by better insight into the capabilities of the current information systems*
- *Provide to ability to continuously improve IT services by providing improved information and insight in IT performance*
- *Provide improved interoperability, collaboration, and orchestration across the new multi- sourced ecosystem by having standards to enable seamless integration*
- *Provide a complete holistic IT4IT solution for managing the business of IT by leveraging existing standards and best practices*

The Goal of the IT4IT Standard

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