IT as a Service

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Boeing
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Agenda

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• Introduction

• IT4IT™ Reference Architecture

• IT4IT™ Components

• Integration Opportunities

• Summary
Today’s Speaker

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Bryan Zigler – The Boeing Company
IT common Services Lead Architect
Acting Manager for the Business Process Management Common Service

As the lead architect for Boeing IT common services organization, Bryan has been working to develop a common approach to implementing a service catalog and integrated fulfillment systems.

Bryan has worked for Boeing for 18 year supporting a wide range of IT projects including the enterprise Architecture and 787 Shop floor Systems.
Problem Statement:

• Managing IT is only getting more complex
• Difficult to describe IT in context of the business
  – Cost of a system
  – Consequence of a system failure
  – Purpose and capability of a system
• Unclear how IT activity supports business strategy
• Difficult to justify IT investments
IT4IT™ Managing The Business of IT

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• IT4IT is a Reference Architecture for management of the business of IT

• Published by The Open Group

• IT4IT version 2.0 published in October of 2015.
The IT4IT value-chain based model for IT has been constructed by identifying the critical activities associated with the planning, sourcing, delivery, and management of services.

The IT4IT Reference Architecture identifies and defines one of the essential building blocks – functional components – which create or consume data objects and can be aligned with the appropriate value streams.

The Functional Model is the set of functional components and their relationships.
Reference Architecture

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IT Value Chain

- **Strategy to Portfolio**: Drive IT portfolio to business innovation
- **Requirement to Deploy**: Build what the business needs, when it needs it
- **Request to Fulfill**: Catalog, fulfill, & manage service usage
- **Detect to Correct**: Anticipate & resolve production issues

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The Strategy to Portfolio (S2P) Value Stream allows IT to contribute to business strategy and planning enabling IT alignment with business plans.
The Requirement to Deploy (R2D) Value Stream provides the framework for creating/sourcing new services or modifying those that already exist.
The Request to Fulfill (R2F) Value Stream is a framework connecting the various consumers (business users, IT practitioners, or end customers) with goods and services that are used to satisfy productivity and innovation needs.
The Detect to Correct (D2C) Value Stream provides a framework for integrating the monitoring, management, remediation, and other operational aspects associated with realized services and/or those under construction.
Reference Architecture

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IT4IT Reference Architecture L1 V.2.0

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Integration Opportunities

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IT Value Chain

Strategy to Portfolio
- Drive IT portfolio to business innovation

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Detect to Correct
- Anticipate & resolve production issues

Service Architecture
- IT Initiative
- Service Catalog Entry
- Incident

Policy
- Requirement
- Request
- Problem / Known Error

Scope Agreement
- Test Case
- Fulfillment Request
- Event

Portfolio Backlog
- Source
- Subscription
- Service Monitor

Build
- Build
- Chargeback Contract
- Service Contract

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What is the System of Record for the IT Business?

In most IT organizations the data that IT runs on exists in silos, is poorly integrated and makes running IT as a business difficult.
Vendors don’t help
Embrace Data Interoperability to Run IT

- IT Services as the focus across the Value Chain
- Apply Product Data lessons learned to the business of IT
- Enable Standards across Vendor tools to enable interoperability across the Value Chain
Thank You

Questions?