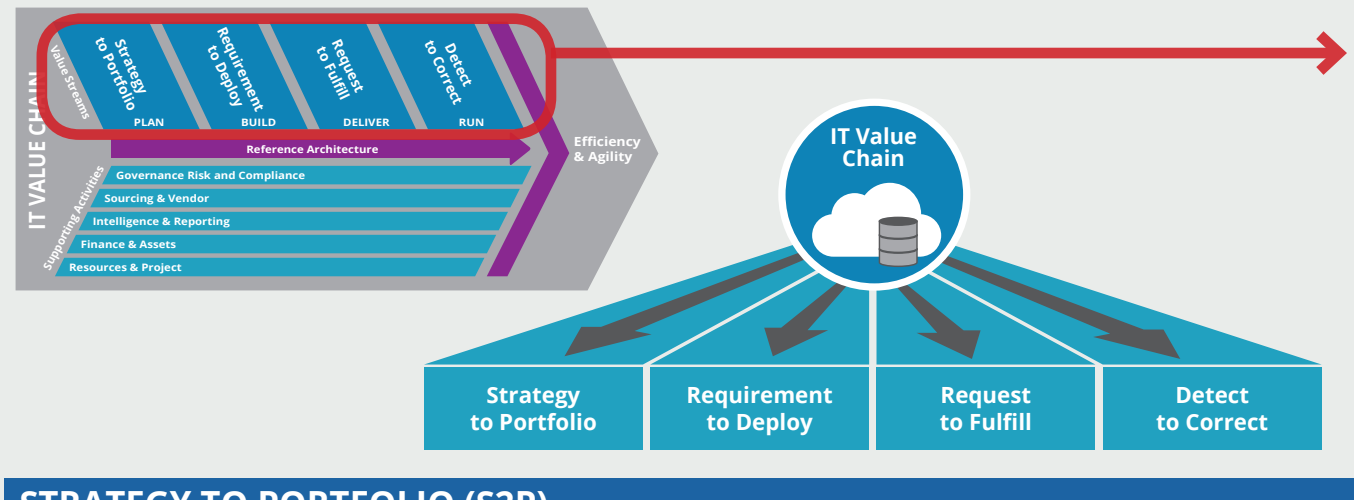
IT4IT™ Poster Series #2

The Four Value Streams

The Four Value Streams described in IT4IT™ create integrated IT management capabilities across the entire service lifecycle. Each value stream is centred on an essential part of the service model.

Our poster provides an overview of the four value streams.



The FOUR VALUE STREAMS form the primary activities in the IT VALUE CHAIN

- A value chain is a sequence of activities required to design, produce, and provide a specific good or service.
- Value is added at each stage of the chain.
- IT4IT is organised around the IT Value Chain, which is made up of 4 value streams, each stream is centred on a key aspect of the service model.

STRATEGY TO PORTFOLIO (S2P)

Strategy	Service Portfolio	Demand	Selection
· Define objectives · Align business and IT roadmaps · Set up standards and Policies	· Enterprise Architecture · Service portfolio rationalization · Create service blueprint and roadmap	· Consolidate demand · Analyse priority, urgency and impact	· Business value, risks, costs, benefits & resources · What-if analysis · Ensure governance

- Provides the strategy to use to balance and broker a portfolio
- A unified viewpoint across project management office (PMO), Enterprise Architecture, and service portfolio
- Improves data quality for decision-making
- KPIs and roadmaps to improve business communication

REQUIREMENT TO DEPLOY (R2D)

Plan & Design	Develop	Test	Deploy
· IT project plan · Logical service model · Requirements · Functional & technical · Standards and policies	· Development: agile, iterative, waterfall,... · Source & set up dev. environment · Version control · Developer testing	· Functional: desktop, web, mobile · Performance: desktop, web, mobile · Security: static, dynamic	· Release plan · Change and configuration process · Knowledge management · Application and security monitors

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

REQUEST TO FULFIL (R2F)

Design & Publish	Subscribe	Fulfill	Measure
· Mash catalog items from all fulfillment engines · Set pricing, options, and SLAs · Publish services	· Portal engagement · Personalized experience · Self-service · Manage subscriptions	· Route fulfillments · Automate deployment · Use internal and external providers · Integrate with change, asset & config. systems	· Service usage measurement · Chargeback/Showback · Cost transparency · Surveys and ratings

- Helps an IT organization transition to a service broker model
- Presents a single catalog covering items from multiple supplier catalogs
- Manages subscriptions & total cost of service
- Manages and measures fulfilments across multiple suppliers

DETECT TO CORRECT (D2C)

Detect	Diagnose	Change	Resolve
· See events, alarms, and metrics across the entire infrastructure · Understand user issues · Trace the relationship between events	· Enrichment · Root cause · Severity and business impact · Defined escalation path · Auto-fixed common issues	· Define change request · Perform problem and risk analysis · Approve	· Implement change · Leverage run books · Verify recovery · Close records

- Unites IT service operations to enhance results and efficiency
- End-to-end visibility through a shared configuration model
- Identifies issues before they affect users
- Reduces the MTTR (Mean Time to Repair)

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