IT4IT™ Poster Series #3

IT4IT as an Enabler of Business Value



Improved Revenue, Reputation, and Customer Loyalty

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Run, Grow and Transform the Business

Lower cost of business transactions

Transform and automate business processes

Improved cash generation and margin

Enable new business and drive innovation

Fewer business disruptions

Improved employee productivity

Enhanced competitive position

Improved custome experience

IT Services Providing More Value and Drive Innovation

Faster, Better, Cheaper and Reduced Risks

Better quality of services (less defects)

Improved risks and compliance controls

Faster time to market

Improved transparency and insights

More predictable service delivery

Optimal collaboration and communication

Lower IT unit cost

Reduced technology debt

Modern, Lean and Agile IT Function

Strategy to Portfolio

- Rationalized & simplified IT portfolio aligned with business strategy
- strategyInvestments aligned with business priorities
- Improved ROI and benefits realization of IT investments
- Reduced technology debt

Requirement to Deploy

- Better quality services aligned with business requirements
- Faster and more predictable delivery (causing less incidents in production)
- Improved manageability of services
- Lower cost due to automation, less rework, etc.

Request to Fulfill

- Faster and more reliable fulfillment through self-service and automated provisioning sourced across multiple vendors (enable the service broker)
- More control on access to IT services and resources
- Optimized IT resource usage & eliminate waste

Detect to Correct

- Timely detection and faster response to incidents & security issues
- Prevention of incidents and outages
- Improved availability and performance of IT services
- Optimized IT resource utilization
- Lower cost due to automated response and self help

Supporting Activities

Improved IT cost transparency & cost control

Attract & retain IT skills & competences

Enable service brokerage across the multi-vendor IT ecosystem (and improved vendor control)

Improved knowledge & information exchange

Reduced Risks, more secure, reliable, and auditable IT service delivery

Streamlined and Automated IT4IT Value Streams Providing Insight and Transparency

IT People

Motivated and skilled IT people equipped to do the job

IT Process

Streamlined and automated IT processes

IT Tools

Integrated IT management systems with preconfigured best

IT Data

Common information model providing more insight & transparency

Standard Blueprint for the Automated IT Function

IT4IT Reference Architecture









