IT4IT™: managing the business of IT using a new reference architecture

Peter Scheffczyk, IT4IT Customer Success Architect
The digital business transformation fundamentally changes IT

This shift is triggered by technology disruptions (e.g. cloud, mobility…) and can be realized by transitioning “people, process and technology.” A prescriptive recipe for IT will provide consistency to the journey.

This shift is driven by business disruptions (e.g. digital enterprise) and is forcing a new way of running IT. The journey requires transformation—a new collaborative culture, structure (operating model) along with the prescriptive design guide for service brokering in a multi-supplier environment.
IT4IT™ is an IT integration model industry standard to run the business of IT in a digital enterprise

**IT Value Chain**

*“guidance”*
*
**describes** the structure of IT management

- Manage IT as a value chain
  - It’s about the end user consumption experience
  - It’s not about the technology!

**IT Reference Architecture**

*“normative”*

**prescribes** the functional & information architecture

- Tightly manage the data and functions across the service life cycle
- This is an industry first!
Background and journey to The Open Group IT4IT™ standard

2012
- Fall: HP hosts 1st ever ERP4IT consortium offsite

2013
- Year round: ERP4IT consortium attracts enterprise customers, partners and vendors to contribute to v 1.0
- Fall: The Open Group launches the IT4IT Forum

2014
- Fall: The Open Group releases the IT4IT Reference Architecture standard to the public

2015
- Fall: Spring TOG releases IT4IT People Certification
  - >6000 downloads of the standard

2016
- Next: IT4IT Reference Architecture standard v2.1
  - L3 attributes for incident
  - ITFM and ITAM integration
  - >15k downloads of the standard

IT4IT Value Chain

Plan
- Strategy to Portfolio

Build
- Requirement to Deploy

Deliver
- Request to Fulfill

Run
- Detect to Correct

IT4IT™ is a trademark of The Open Group

.opengroup.org/it4it
The need for IT4IT™
IT must effectively deliver digital business outcomes

IT use cases

Many un-aligned Software Products

IT4IT simplifies IT solutions

IT4IT aligned Software Solutions

D2C
R2F
R2D
S2P

Plan
Build
Deliver
Run

IT use cases

IT4IT™ is a trademark of The Open Group
Leveraging business value chain success in IT
Designed by customer like you since 2012 using real world use cases

Based on Michael Porter’s value chain methodology and lean manufacturing value stream concepts

Value Chains – Porter
- Competitive Analysis
- Strategic Concepts
- Value Creation
- Activity cost to profit margin analysis

Value Streams – Martin
- Lean / 6-sigma concepts
- Multi-Process Oriented
- Customer focused results
Meet the IT value streams

**Your objective**

- **Plan**: Define your strategy to balance and broker your portfolio.
- **Build**: Prioritize every requirement to build/source the best services and deploy them.
- **Deliver**: Handle each request by streamlining the process to fulfill it.
- **Run**: Proactively detect issues and take actions to correct them.

**IT4IT prescription**

End-to-end integrated Reference Architecture
Four value streams interconnected through the service model

Service life cycle—on a repeatable, predictable, coherent and future safe reference architecture

**Strategy to Portfolio**
- Align strategy
- Rationalize portfolio
- Prioritize backlog
- Manage investment

**Requirement to Deploy**
- Plan & design
- Develop
- Test
- Deploy

**Request to Fulfill**
- Define & publish
- Subscribe
- Fulfill
- Measure

**Detect to Correct**
- Detect
- Diagnose
- Change
- Resolve
The service model

The service model – assuring IT service transparency

Conceptual Service Model
- Demand
- Policy
- Portfolio

Logical Service Model
- IT project
- Requirement
- Release

Physical Service Model
- Event
- Incident
- Change

Strategy to Portfolio
- Business
- Enterprise Architect

Requirement to Deploy
- PMO
- Developers

Request to Fulfill
- Testers
- IT Engineer

Detect to Correct
- IT Operations
- Users
## IT4IT™ reference architecture level 1

### Strategy to Portfolio
- **Enterprise Architecture Component**
- **Policy Component**
- **Proposal Component**
- **Portfolio Demand Component**
- **Service Portfolio Component**

### Requirement to Deploy
- **Defect Component**
- **Requirement Component**
- **Source Control Component**
- **Project Component**
- **Release Composition Component**

### Request to Fulfill
- **Offer Consumption Component**
- **Test Component**
- **Offer Management Component**
- **Build Component**
- **Catalog Composition Component**

### Detect to Correct
- **Problem Component**
- **Incident Component**
- **Service Level Component**
- **Event Component**
- **Change Control Component**

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This diagram is based on material developed by the IT4IT™ Forum of The Open Group – Oct 2015

- **Key functional component**
- **Service model object**
- **Auxiliary data object**
- **Entity relationship**
- **Key data object**

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Detect to Correct
Phases for each value stream

Service life cycle—on a repeatable, predictable, coherent and future safe reference architecture

**Strategy to Portfolio**
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**Requirement to Deploy**
- Plan & design
- Develop
- Test
- Deploy

**Request to Fulfill**
- Define & publish
- Subscribe
- Fulfill
- Measure

**Detect to Correct**
- Detect
- Diagnose
- Change
- Resolve
Detect to Correct phases and activities

<table>
<thead>
<tr>
<th>Detect</th>
<th>Diagnose</th>
<th>Change</th>
<th>Resolve</th>
</tr>
</thead>
<tbody>
<tr>
<td>– See events, alarms and metrics across entire infrastructure</td>
<td>– Enrichment</td>
<td>– Define change request</td>
<td>– Implement change</td>
</tr>
<tr>
<td>– Understand user issues</td>
<td>– Root cause</td>
<td>– Perform problem and risk analysis</td>
<td>– Leverage run books</td>
</tr>
<tr>
<td>– Trace the relationship between events</td>
<td>– Severity and business impact</td>
<td>– Approve</td>
<td>– Verify recovery</td>
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<td></td>
<td>– Defined escalation path</td>
<td></td>
<td>– Close records</td>
</tr>
<tr>
<td></td>
<td>– Auto-fixed common issues</td>
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</tbody>
</table>
IT4IT™ Detect to Correct reference architecture
Anticipate and resolve business execution issues

- Knowledge items and run books are used for solving problems and documenting known errors.
- Run books are used for diagnosing and resolving incidents and problems.
- Run books are tied to CIs and used in their context.
- Monitoring data is used to evaluate and audit service levels.
- Every change is handled in a central, authoritative system of record.
- Deployed service monitors create events.
- Service monitors and events are linked to CIs.
- CIs are created through fulfillment and service discovery.
- Deployed service monitors create events.
- Service monitors and events are linked to CIs.
- CIs are created through fulfillment and service discovery.

Incidents are created through: events, interaction with end users, and self service support and are linked to CIs.

After additional diagnostics some events get resolved through remediation, others turn into incidents.

Unsolved problems lead to defects and backlog items in the portfolio demand.

Service level monitors and events are linked to CIs.

Service level monitors and events are linked to CIs.

Knowledge items and run books are used for solving problems and documenting known errors.

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Service level monitors and events are linked to CIs.
HPE Software product mapping – Detect to Correct

- **Detect**
  - HPE Business Service Management (APM + OMi)
  - HPE Ops Analytics
  - HPE Security Intelligence (ArcSight)

- **Diagnose**

- **Change**
  - HPE Service Manager, Service Anywhere
  - HPE Operations Orchestration
  - HPE Universal CMDB, Universal Discovery

- **Resolve**
  - HPE IT Business Analytics
Reference Implementation

using Detect to Correct as an example
The HPE reference implementation program and its goals
Making IT4IT real using the HPE SW portfolio

**Prove that it works**
Install and configure holistic environments in order to test end-to-end use cases.

**Show how to do it**
Provide prescription and best practices to the field and HPE customers.

**Improve our solutions**
Continuously assess the HPE SW solutions and their integrations and provide feedback to R&D.

**Contribute to IT4IT**
Provide real-life feedback for future versions of the IT4IT reference architecture.
## HPE reference implementation: Detect to Correct
Instantiate customer use cases aligned to IT4IT using the HPE SW portfolio

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>IT service management</td>
</tr>
<tr>
<td>2</td>
<td>Closed loop incident management</td>
</tr>
<tr>
<td>3</td>
<td>Change and release control</td>
</tr>
</tbody>
</table>

### Product versions
- ALM 12.20, 12.21, 12.50
- BSM 9.25, 9.26
- Diag 9.26
- NNMI 10.01, 10.10
- OMW 9.0
- Omi 10.01, 10.10
- OO 10.21, 10.22, 10.50, 10.51
- RC 9.21
- SM 9.40, 9.41
- UCMDB 10.20, 10.21, 10.22
- SAW
- RUM 9.25, 9.26
- SiS 11.30, 11.31

### Integration #’s
- 546 UCMDB-CA CMDB
- 744 OMi—HP SIM
- 701 OMi-Oracle Enterprise Mgr.
- 201 SM-SAP Solution Mgr
- 459 UCMDB-BMC Remedy
- 545 UCMDB-Troux
- 757 SM-SAW
- 682 SM-ALM
- 683 CDA-OMU
- 673 BSM-OO
- 619 SM-UCMDB
- 498 RUM-BSM
- 448 SA-UCMDB

… and many more

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Discover more (use your HPE passport):

D2C reference implementation information: [https://softwaresupport.hpe.com/km/KM01887189](https://softwaresupport.hpe.com/km/KM01887189)

D2C specific reference implementation details: [https://softwaresupport.hpe.com/km/KM02142369](https://softwaresupport.hpe.com/km/KM02142369)
IT4IT™ Detect to Correct HPE product mapping
New public **IT4IT web page**
- One stop shop
- Customer examples (Shell)
- Relevant products and services

New **expert community**
- Engage in discussions
- Get answers
- Find information
- Share your experience
Questions?
IT4IT™ and ITIL, COBIT & Co.

IT4IT, yet another industry standard?
IT4IT™: yet another IT industry standard?

– One of the top three asked questions when introducing IT4IT is:

“We just had our whole organization ITIL trained and certified. Does IT4IT replace this? How do I now explain to my management that we need 'yet another standard' in our IT?”

– How does IT4IT relate to other IT industry standards, such as ITIL, COBIT, TOGAF, PRINCE2,…?

– IT4IT is based on value chains, a concept that is well understood in businesses (outside of IT)
– IT4IT is end2end and not tied to specific views (audit/governance) or focusing on specific aspects only (service management)
– IT4IT is data driven, detailed and prescriptive and does not just name things or is descriptive
– IT4IT complements other standards, it does not compete with or replace them!
Model landscape graphical overview

COBIT

IT4IT Reference Implementations (vendor-specific)

COBIT

IT4IT Reference Architecture Level 1 V.2.0

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### Summary of the models

<table>
<thead>
<tr>
<th></th>
<th>Plan/Build/Run</th>
<th>IT Value Chain</th>
<th>IT Infrastructure Library (ITIL V3)</th>
<th>COBIT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Short Description</strong></td>
<td>High Level Model of IT Management focused on organizational aspects – a cultural adoption by many organizations</td>
<td>Focus on the IT supply chain from user to provider – a global standard</td>
<td>Detailed process model for all processes needed to operate IT – a collection of best practices</td>
<td>Governance/management framework for Enterprise IT – a global standard</td>
</tr>
<tr>
<td><strong>Coverage</strong></td>
<td>Spans from strategy to operations. Focused on Roles and Responsibilities</td>
<td>Model that integrates the information, system and governance perspectives to provide insight for decision making end-to-end across Plan, Build, Deliver, Run</td>
<td>Focusing on process view in detail, governance and systems view is covered only high level. Skewed to “Run” with shallow support for “Plan” and “Build”</td>
<td>Focus on governance and goals perspective end-to-end with underpinning high-level process framework</td>
</tr>
<tr>
<td><strong>Advantages</strong></td>
<td>Easy to understand and widespread in the IT world.</td>
<td>Comprehensive, data-driven life cycle view and end-to-end view.</td>
<td>Widespread and implemented in the IT world. High level life cycle view</td>
<td>Goals cascade/alignment of business and IT goals. Compliance perspective. Often used by auditors and auditing companies as the underlying framework in the area of GRC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Integrates with IT models like ITIL, COBIT, TOGAF, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refines abstract models such as Plan/Build/Run</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Disadvantages</strong></td>
<td>Too high level as a guide for ITSM as the process and systems view is missing. Encourages “waterfall” thinking and misses critical guidance on delivery and consumption aspects</td>
<td>Framework is in an early stage of its life cycle</td>
<td>No guidance on where the best practice processes meet the tools for real world execution. Financial management and supplier management is only covered in fractions</td>
<td>Provides guidance about what to do, less about how to do it. Limited coverage of information and systems perspectives. Too generic for complex, hybrid IT eco-systems and bi-modal IT</td>
</tr>
</tbody>
</table>

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Hewlett Packard Enterprise
Thank you

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Appendix

slides on the other three value streams that were not covered in the presentation at the Vivit conference
Strategy to Portfolio
Phases for each value stream

Service life cycle—on a repeatable, predictable, coherent and future safe reference architecture

**Strategy to Portfolio**
- Align strategy
- Rationalize portfolio
- Prioritize backlog
- Manage investment

**Requirement to Deploy**
- Plan & design
- Develop
- Test
- Deploy

**Request to Fulfill**
- Define & publish
- Subscribe
- Fulfill
- Measure

**Detect to Correct**
- Detect
- Diagnose
- Change
- Resolve
### Strategy to Portfolio phases and activities

<table>
<thead>
<tr>
<th>Align Strategy</th>
<th>Rationalize Portfolio</th>
<th>Prioritize Backlog</th>
<th>Manage Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Define objectives</td>
<td>- Enterprise architecture</td>
<td>- Consolidate demand</td>
<td>- Business value, risk, costs, benefits &amp; resources</td>
</tr>
<tr>
<td>- Align business and IT roadmaps</td>
<td>- Service portfolio rationalization</td>
<td>- Analyze priority, urgency, and impact</td>
<td>- What-if-analysis</td>
</tr>
<tr>
<td>- Set up standards and policies</td>
<td>- Create service blueprint and roadmap</td>
<td>- Create new or tag existing demand</td>
<td>- Ensure governance</td>
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</tbody>
</table>

**Align Strategy**
- Define objectives
- Align business and IT roadmaps
- Set up standards and policies

**Rationalize Portfolio**
- Enterprise architecture
- Service portfolio rationalization
- Create service blueprint and roadmap

**Prioritize Backlog**
- Consolidate demand
- Analyze priority, urgency, and impact
- Create new or tag existing demand

**Manage Investment**
- Business value, risk, costs, benefits & resources
- What-if-analysis
- Ensure governance
HPE Software product mapping – Strategy to Portfolio

Align Strategy
Rationalize Portfolio
Prioritize Backlog
Manage Investment

HPE Enterprise Maps
HPE Application Portfolio Management
HPE Project & Portfolio Management
HPE IT Business Analytics
**HPE reference implementation: Strategy to Portfolio**

Instantiate customer use cases aligned to IT4IT using the HPE SW portfolio

<table>
<thead>
<tr>
<th>Use case</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Service alignment to strategic initiative</td>
</tr>
<tr>
<td>2</td>
<td>Translate strategic initiative into proposals</td>
</tr>
<tr>
<td>3</td>
<td>Update architecture and service roadmaps</td>
</tr>
<tr>
<td>4</td>
<td>Monitor compliance</td>
</tr>
</tbody>
</table>

**Product versions**

- PPM 9.31, 9.32
- UCMDB 10.20, 10.21, 10.22
- EM 2.0, 3.0

**Integration #’s**

- 370 Retrieve Service List (PPM – UCMDB)
- 730 Traceability between business objects, requirements and architecture (EM to PPM)
- 731 Align physical CIs to architecture elements (EM to UCMDB)
- 732 Align project and demand to architecture elements (EM to PPM)
- Data exchange between EM and 3rd party Sparx EA

Discover more (use your HPE passport):

S2P reference implementation information: [https://softwaresupport.hpe.com/km/KM01888066](https://softwaresupport.hpe.com/km/KM01888066)

S2P specific reference implementation details: [https://softwaresupport.hpe.com/km/KM01888074](https://softwaresupport.hpe.com/km/KM01888074)
HPE reference implementation: Strategy to Portfolio

- **PPM**
  - Demand
  - APM
  - Project
  - Portfolio
  - #732 Align PPM project and demand to architecture elements
  - #730 Traceability between business objectives, requirements and architecture

- **UCMDB**
  - #370 Retrieve Service List

- **EM**
  - As-is architecture
  - To-be architecture
  - #731 Align physical CIs to architecture elements

- **3rd Party: Sparx EA**
- **3rd Party: SharePoint Policy Content**

- **EEM Dev environment**
- UD CI Discovery
Requirement to Deploy
Phases for each value stream

Service life cycle—on a repeatable, predictable, coherent and future safe reference architecture

**Strategy to Portfolio**
- Align strategy
- Rationalize portfolio
- Prioritize backlog
- Manage investment

**Requirement to Deploy**
- Plan & design
- Develop
- Test
- Deploy

**Request to Fulfill**
- Define & publish
- Subscribe
- Fulfill
- Measure

**Detect to Correct**
- Detect
- Diagnose
- Change
- Resolve
### Requirement to Deploy phases and activities

#### Plan & Design
- IT Project plan
- Logical service model
- Requirements
- Functional & technical
- Standards & policies

#### Develop
- Development: Agile, iterative, waterfall ...
- Source & set up development environment
- Version control
- Developer testing

#### Test
- Functional: desktop, web, mobile
- Performance: desktop, web, mobile
- Security: static, dynamic

#### Deploy
- Release plan
- Change and configuration process
- Knowledge management
- Application and security monitors
IT4IT™ Requirement to Deploy value stream level 2

This diagram is based on material developed by the IT4IT™ Forum of The Open Group – November 2015.
HPE Software product mapping – Requirement to Deploy

Plan & Design
- HPE Application Lifecycle Management (Quality Center)
- HPE Agile Manager
- HPE Codar

Develop
- HPE Unified Functional Testing
- HPE LoadRunner, Performance Center, StormRunner
- HPE Mobile Center

Test
- HPE Application Lifecycle Intelligence
- HPE Service Virtualization, Network Virtualization
- HPE Application Security (Fortify)
- HPE IT Business Analytics

Deploy
- HPE Service Manager, Service Anywhere
- HPE Cloud Service Automation
## HPE reference implementation: Requirement to Deploy

Instantiate customer use cases aligned to IT4IT using the HPE SW portfolio

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<td>End-to-end service delivery</td>
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<tr>
<td>2</td>
<td>Build software</td>
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<tr>
<td>3</td>
<td>Deploy software to dev/test</td>
</tr>
<tr>
<td>4</td>
<td>Deploy software to staging/production</td>
</tr>
</tbody>
</table>

### Product versions
- PPM 9.30
- SM 9.32
- UCMDB 10.10, 10.20
- Codar 1.0, 1.5
- CSA 4.20
- ALM 12.01
- AGM on SaaS
- UFT 12.01, 12.02
- OO 10.10, 10.20, 10.21
- BSM 9.24, 9.25
- BPM 9.25
- LR 12.02
- PC 12.01
- SiS 11.30

### Integration #’s
- 19 Application Lifecycle Management - RFC to Requirement/Defect (PPM - QC)
- 101 CI sync and actual state federation (UCMDB to SM)
- 255 Create RFC from work plan, PPM-SM
- 328 UCMDB-BSM Platform synchronization (UCMDB – BSM)
- 370 Retrieve Service List (PPM – UCMDB)
- 408 Launch OO Flow from SM RFC
- 482 CSA Direct Integration to Operations Orchestration
- 596 Enabling Performance Center capabilities in HP ALM (ALM – PC)
- 633 View Project Quality (PPM – ALM)
- 634 Agile Integration Solution (PPM - Agile Manager)

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Discover more (use your HPE passport): [R2D reference implementation information](https://softwaresupport.hpe.com/km/KM01888068)

R2D specific reference implementation details: [https://softwaresupport.hpe.com/km/KM01888076](https://softwaresupport.hpe.com/km/KM01888076)
HPE reference implementation: Requirement to Deploy

1. PPM
   - Project
   - #255 Create RFC from Work Plan
   - #34 View Release Info
   - #533 Request/Defect (MAC)

2. SM
   - Change
     - #19 Request (Demand) to Requirement/Defect (MAC)
   - Problem
   - Incident
   - Knowledge
     - #370 Retrieve Service List
     - #101 CI Synch

3. ALI
   - Req
     - #47, #48 Req/Defect Synch
   - Release
   - ALM
   - Test
   - #685 OO content for Fortify
   - #408 Launch Flows from RFC
   - #685 OO content for Fortify
   - #834 View Release Info

4. AgM
   - #751, #758 Releases, Requirements and Defects synch
   - Test Execution from Jenkins
   - #596 PC capabilities
   - #777 Script/Execution
   - #662 Load testing
   - #760 Sprint/For Mobile
   - #719 Test Exec.
   - #762 IPCA

5. 3rd Party: Eclips, Jenkins, Git
   - #632 Problem/Defect Exchange
   - Code issues
   - #670 API and GUI testing

6. Fortify
   - #671 Test Exec.
   - Integration Pack (via OO)
   - #794
   - #708 Share SV resources in ALM
   - #736 SV in UFT
   - #719 Test Exec.
   - #768 SV in PC,LR

7. Microsoft TFS
   - #664 API and GUI testing
   - #865 OO context for Fortify

8. IBM Rational (ClearQuest, RequisitePro)
   - #69 Req Synch

9. SAP SolMan
   - #70 Defect Synch
   - #762 IPCA

10. UCMDB
    - #794
    - #749 CI & Relationships

11. OO
    - #482 Launch OO Flows
    - #749 CI & Relationships

12. UFT
    - #738 Share SV resources in ALM
    - #662 Load testing

13. NV
    - #714, #717 NV for PC, LR

14. BSM
    - #610 PAL
    - #715

15. PC/LR
    - #662 Load testing
    - #760 Sprint/For Mobile

16. Mobile Center
    - #760 Sprint/For Mobile
    - #719 Test Exec.

17. Storm Runner
    - #760 Sprint/For Mobile

18. Storm Runner
    - #760 Sprint/For Mobile

19. OO Engine
    - #328 CI & Relationships

20. CSA
    - #749 CI & Relationships

21. NV
    - #707 SV in UFT
    - #664 API and GUI testing
    - #738 Share SV resources in ALM

22. Fortify
    - #671 Test Exec.
    - Integration Pack (via OO)
    - #794

23. UCMDB
    - #794
    - #749 CI & Relationships

24. UFT
    - #738 Share SV resources in ALM
    - #662 Load testing

25. NV
    - #714, #717 NV for PC, LR

26. Storm Runner
    - #760 Sprint/For Mobile
    - #719 Test Exec.

27. OO Engine
    - #328 CI & Relationships

28. CSA
    - #749 CI & Relationships

29. NV
    - #707 SV in UFT
    - #664 API and GUI testing
    - #738 Share SV resources in ALM

30. Storm Runner
    - #760 Sprint/For Mobile
    - #719 Test Exec.

31. OO Engine
    - #328 CI & Relationships

32. CSA
    - #749 CI & Relationships
Request to Fulfill
Phases for each value stream

Service life cycle—on a repeatable, predictable, coherent and future safe reference architecture

**Strategy to Portfolio**
- Align strategy
- Rationalize portfolio
- Prioritize backlog
- Manage investment

**Requirement to Deploy**
- Plan & design
- Develop
- Test
- Deploy

**Request to Fulfill**
- Define & publish
- Subscribe
- Fulfill
- Measure

**Detect to Correct**
- Detect
- Diagnose
- Change
- Resolve
Request to Fulfill phases and activities

**Define & Publish**
- Merge catalog items from all fulfillment engines
- Set pricing, options and SLA
- Publish services

**Subscribe**
- Portal engagement
- Personalized experience
- Self-service
- Manage subscriptions

**Fulfill**
- Route fulfillments
- Automate deployment
- Use internal and external providers
- Integrate with asset, configuration and change systems

**Measure**
- Service usage measurement
- Chargeback/showback
- Cost transparency
- Surveys and ratings
HPE Software product mapping – Request to Fulfill

Define & Publish

HPE Propel
HPE Service Manager, Service Anywhere
HPE Cloud Service Automation, Codar

Subscribe

Fulfill

HPE Asset Manager
HPE Operations Orchestration
HPE Network, Storage & Server Automation
HPE DB, Middleware & Application Automation

Measure

HPE IT Business Analytics
## HPE reference implementation: Request to Fulfill

Instantiate customer use cases aligned to IT4IT using the HPE SW portfolio

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Description</th>
<th>Product Versions</th>
<th>Integration #’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request and fulfill SaaS online business service</td>
<td>- HP Propel 1.10, 1.11&lt;br&gt;- CSA 4.10, 4.20&lt;br&gt;- SM 9.32, ... , 9.40&lt;br&gt;- UCMDB 10.01&lt;br&gt;- OO 10.10, 10.11, 10.20&lt;br&gt;- AM 9.40, 9.41, 9.50&lt;br&gt;- Connect-IT 9.50&lt;br&gt;- SA 10.01, 10.02, 10.10, 10.20, 10.21&lt;br&gt;- Database &amp; Middleware Automation 10.21, 10.22, 10.30</td>
<td>- 101 UCMDB-SM&lt;br&gt;- 122 OO-SM&lt;br&gt;- 247 OO-SA&lt;br&gt;- 307 AM-UCMDB&lt;br&gt;- 375 SM-OO&lt;br&gt;- 408 SM-OO&lt;br&gt;- 415 AM-SM&lt;br&gt;- 482 CSA-OO&lt;br&gt;- 616 UCMDB-AM&lt;br&gt;- 676 AM-CSA&lt;br&gt;- 696 DMA-SA&lt;br&gt;- 715 OO-DMA&lt;br&gt;- 765 Propel-SM</td>
</tr>
<tr>
<td>2</td>
<td>Order new employee laptop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Employee onboarding bundle</td>
<td></td>
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</tr>
</tbody>
</table>

**Discover more (use your HPE passport):**

R2F reference implementation information: [https://softwaresupport.hpe.com/km/KM01888064](https://softwaresupport.hpe.com/km/KM01888064)

R2F specific reference implementation details: [https://softwaresupport.hpe.com/km/KM01888078](https://softwaresupport.hpe.com/km/KM01888078)
IT4IT™ Request to Fulfill HPE product mapping
HPE reference implementation: Request to Fulfill