knowledge17

WORK at LIGHTSPEED™

# IT4IT Over ITIL

JUHA KUJALA
*DELIVERY MANAGER*
Sofigate

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servicenow

# Agenda

- Introductions
- IT4IT in a Nutshell
- IT4IT in Practice
- Digitalization Platform beyond IT
- Lessons Learnt and Top Takeaways


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# Speaker Introduction



**NAME:** Juha Kujala

**TITLE:** Delivery Manager

**COMPANY:** Sofigate

**EXPERIENCE:** 15+ years in IT, 5 years experience with ServiceNow from both customer and service provider environments

**EXPERTISE:** ITSM, Service Management, DevOps, ITIL Expert, IT4IT Enthusiastic

**ACHIEVEMENTS:** ServiceNow renewal at Wärtsilä and Tieto to enable multi-vendor management (SIAM)

**CURRENT PROJECTS:** ServiceNow as a digitalization platform



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# My Company




**NAME:** Sofigate

**INDUSTRY:** IT Consultancy

**MARKET FOCUS:** We help you design, transform and operate your IT organization with the largest IT Management Competence Center in Northern Europe

**COMPANY'S PRIMARY PRODUCTS/SOLUTIONS:** People, practices and tools for managing digitalization

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# Session Overview



## Objectives

- To understand how using IT4IT reference architecture can benefit your ServiceNow projects and what kind of new opportunities it may unlock



## What You Will Learn

- Why we need reference architecture for the business of IT
- What is IT4IT
- Practical examples of using IT4IT in ServiceNow context
- How IT4IT can be leveraged even beyond IT


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# Digital World Demands Better Structured and More Compatible IT Service Management

TRENDING

#chatbot

#self-service

#devops

#SIAM

#self-healing

#multi-cloud

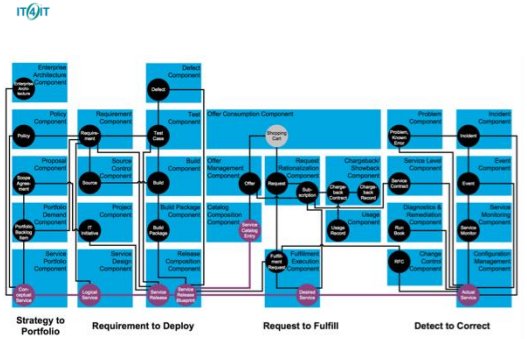


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# Where to Find the Guidance for Your ServiceNow Project?




vs.



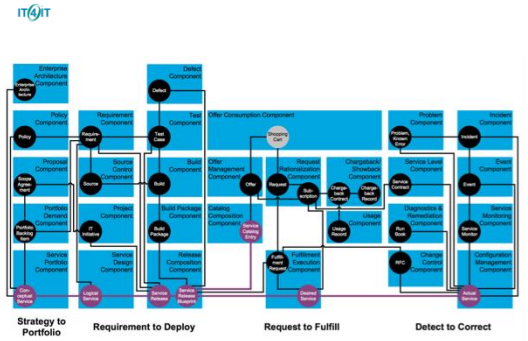

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# Where to Find the Guidance for Your ServiceNow Project?




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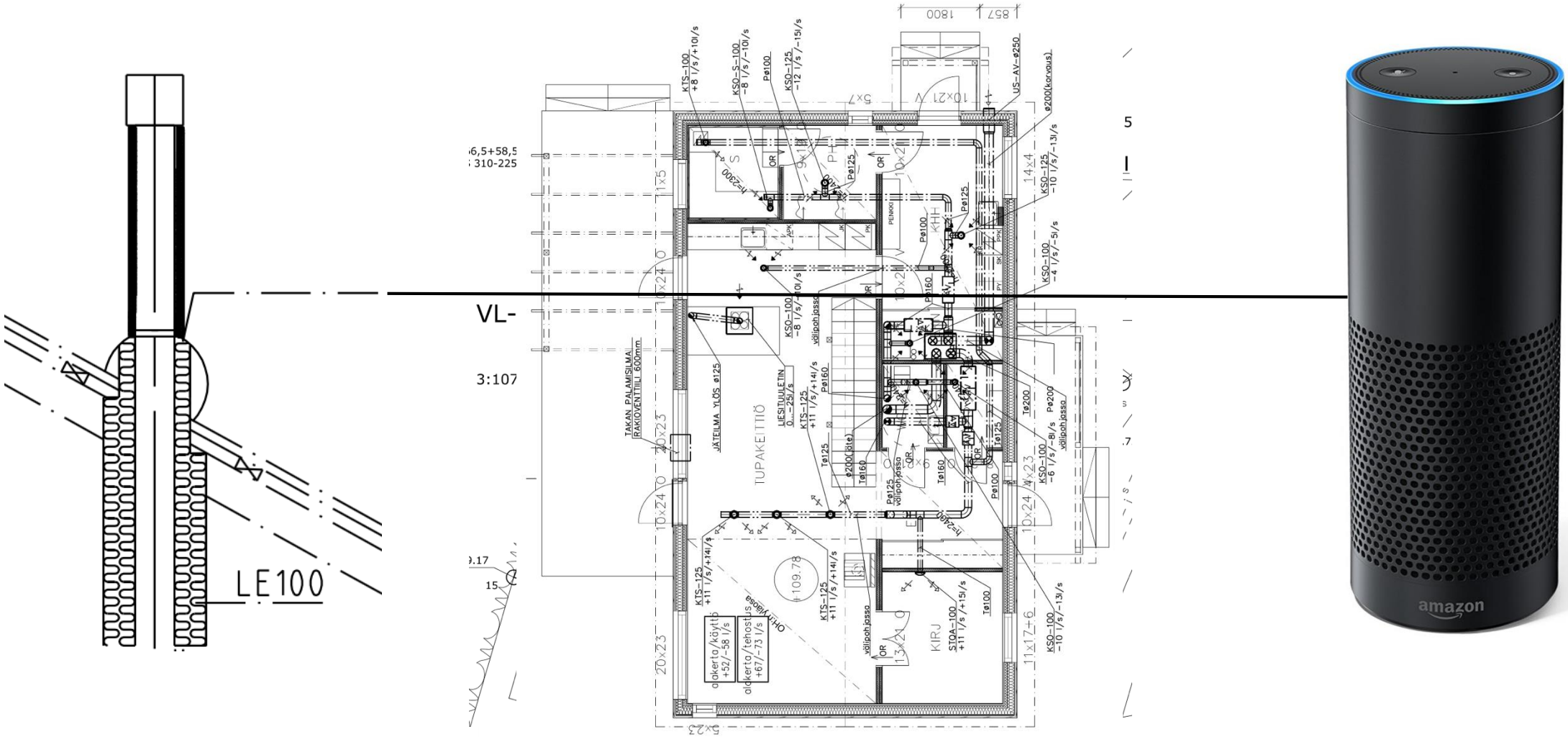



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# Why Do We Need Reference Architecture for the Business of IT?






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# IT4IT in a Nutshell



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# Introduction to IT4IT

- Industry standard for the “business of IT” launched in October 2014
- More prescriptive and architectural than ITIL or COBIT
- Emphasis on end-to-end IT value streams and service model as backbone
- Supports real world use cases driven by the digital economy (e.g. Cloud, Agile, DevOps and service brokering)







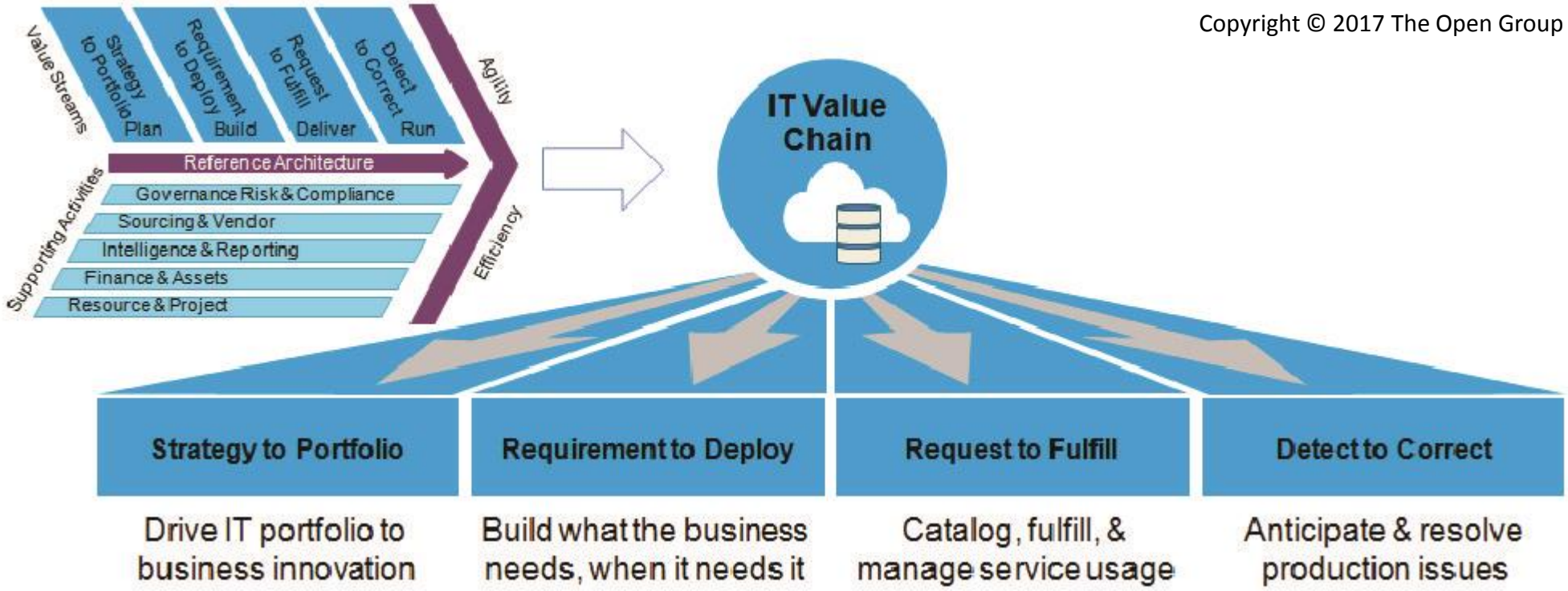
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# IT4IT is relevant for both service providers and IT departments

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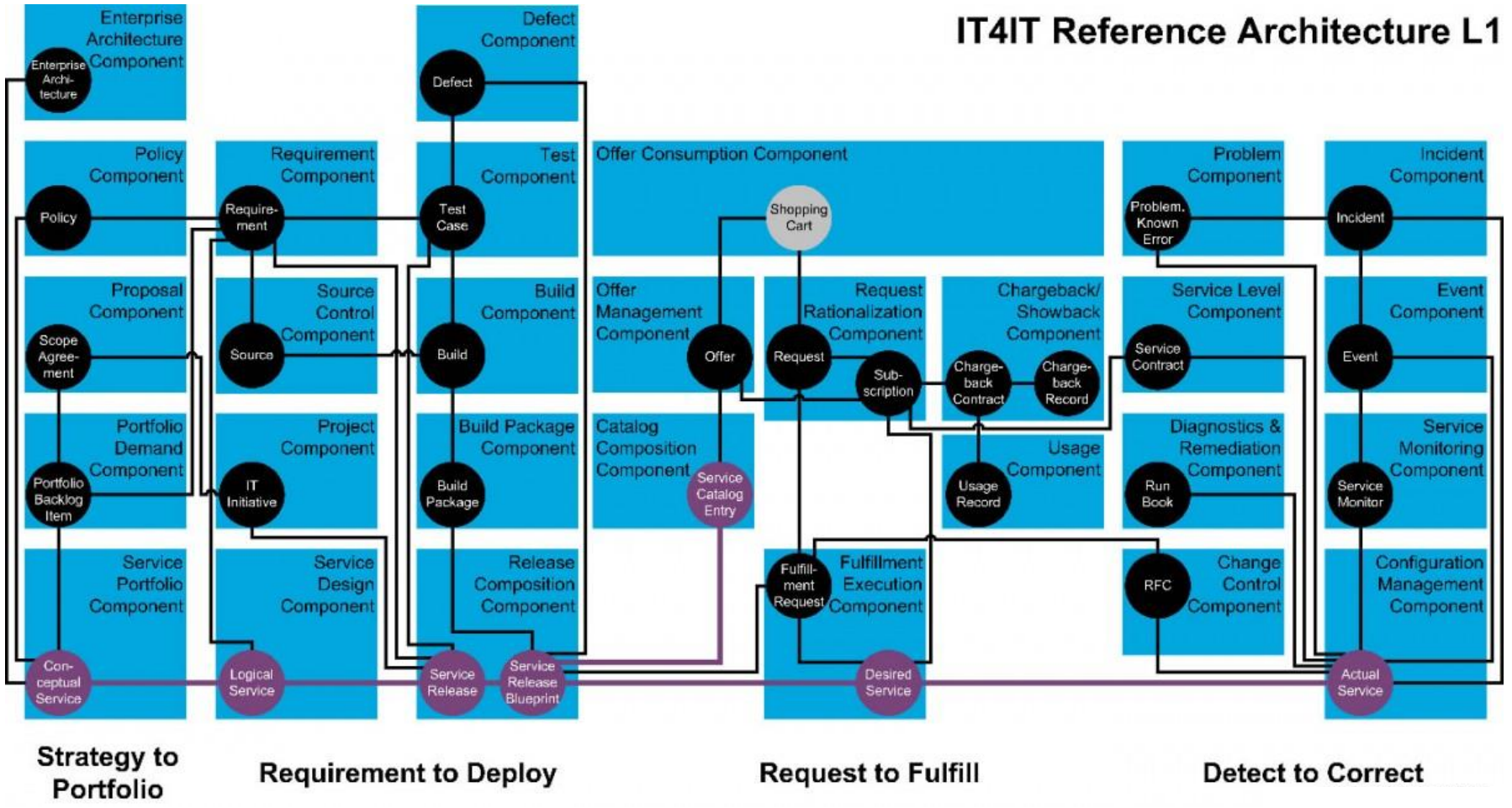



| | | | | |
|---|---|---|---|---|
| Service Provider | PLAN | BUILD | DELIVER | RUN |
| IT Department | DEFINE | SOURCE | CONSUME | MANAGE |


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# IT4IT Reference Architecture Level 1

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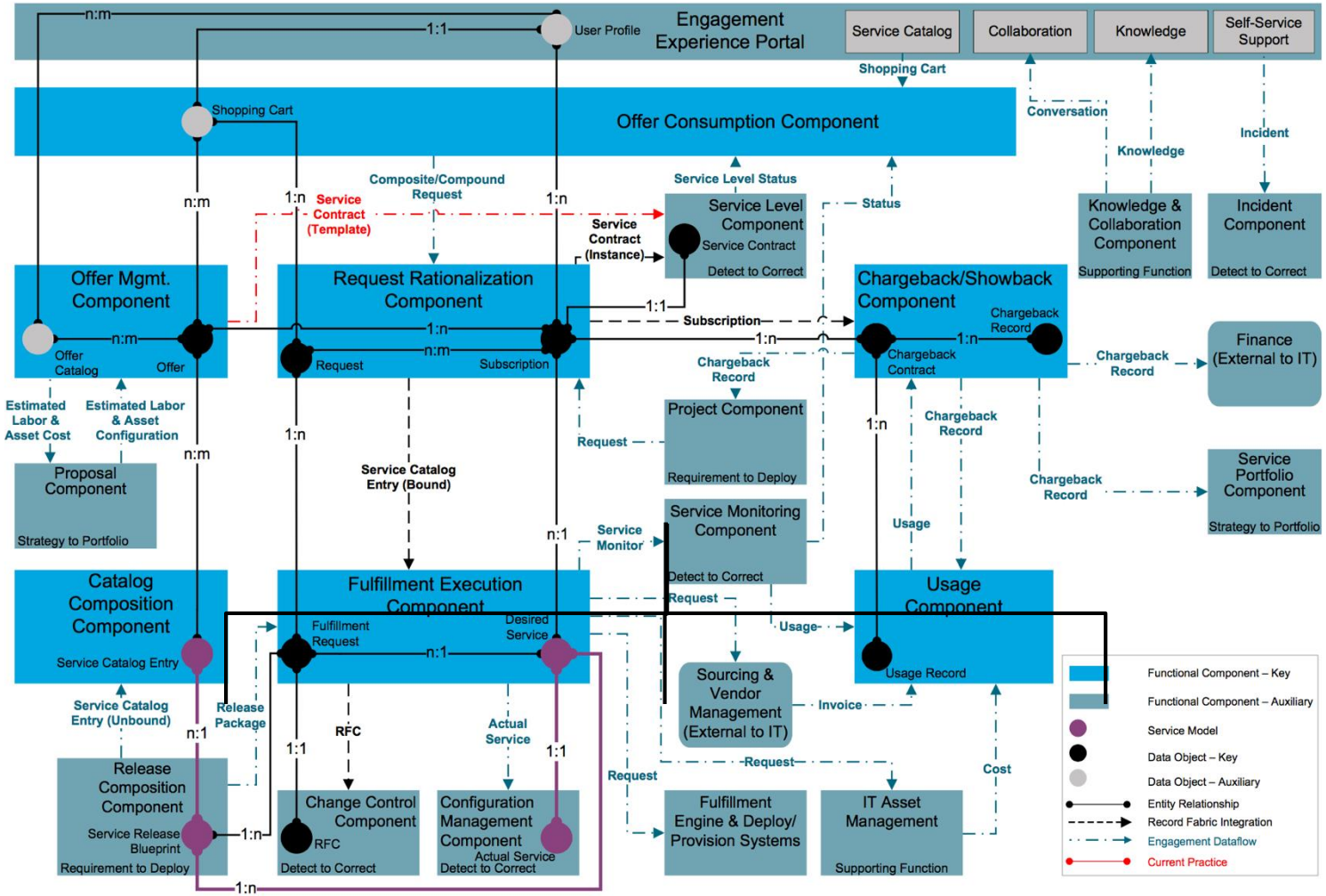





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# Request to Fulfill Level 2

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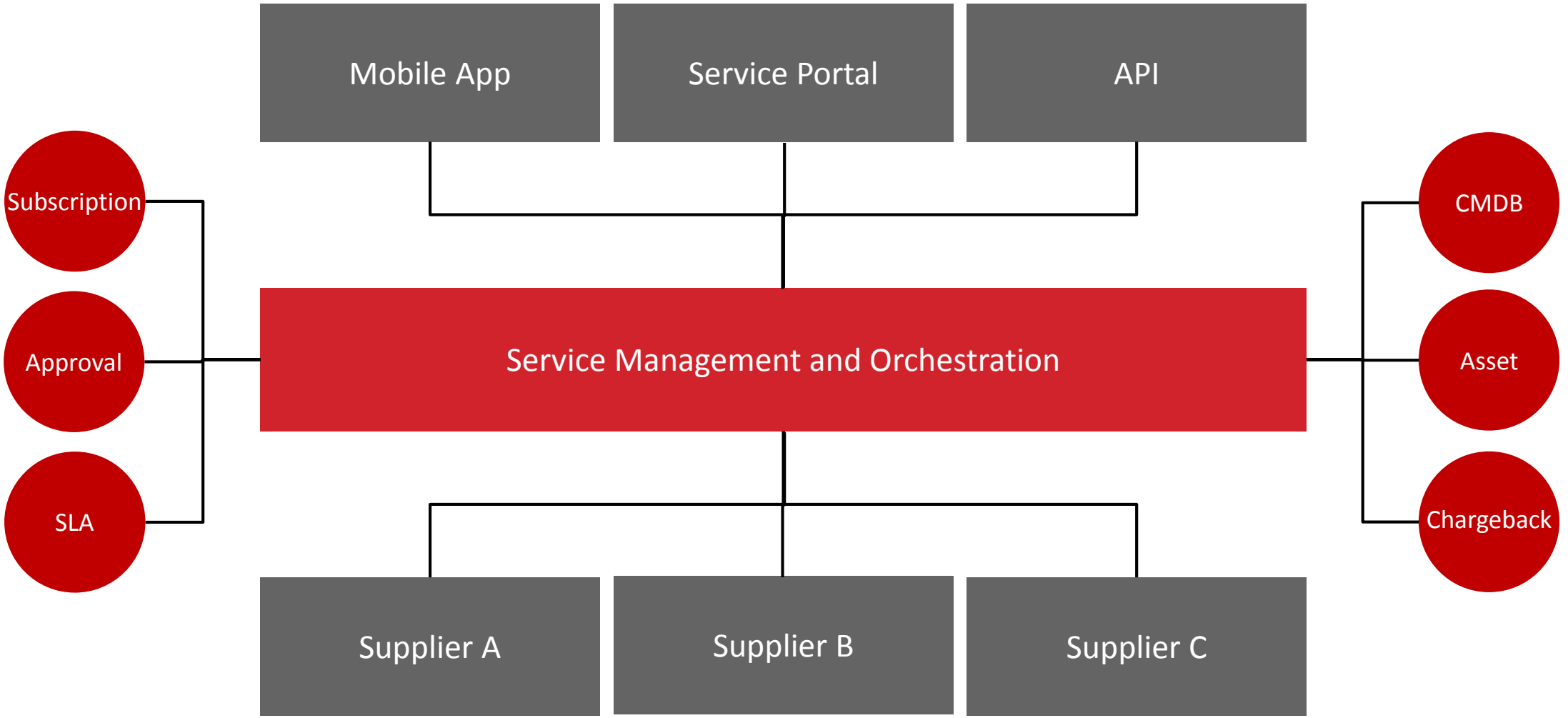

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# IT4IT in Practice



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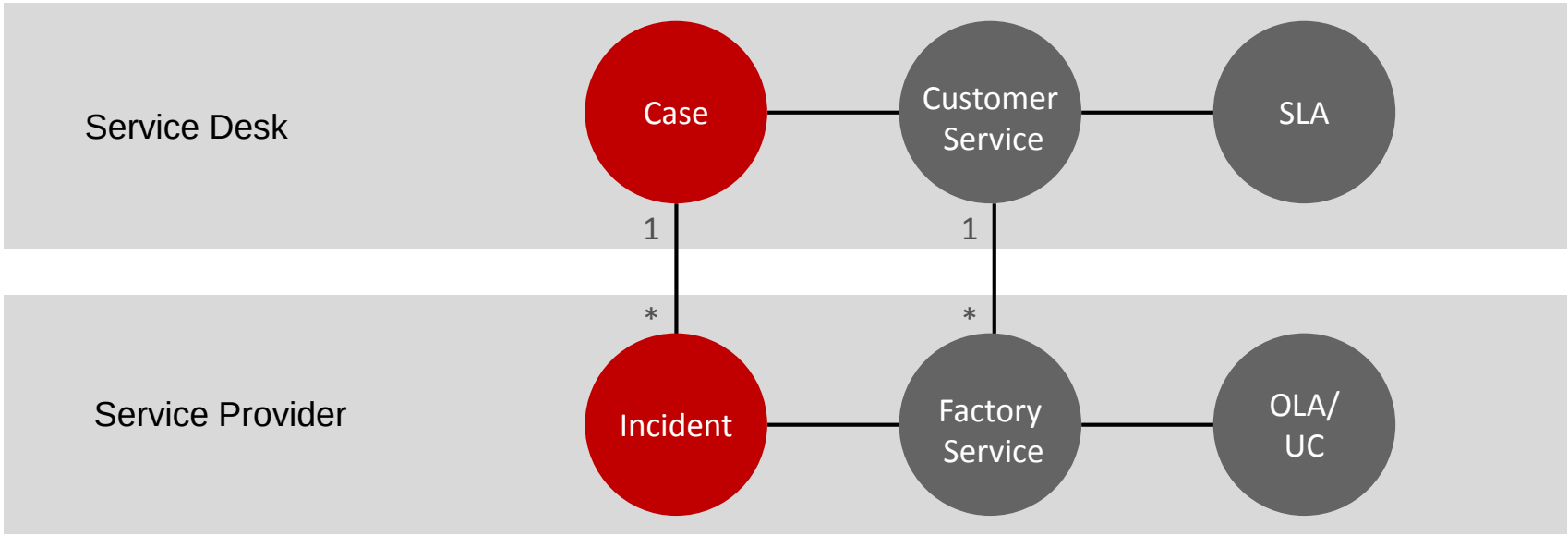
# IT4IT for User Experience





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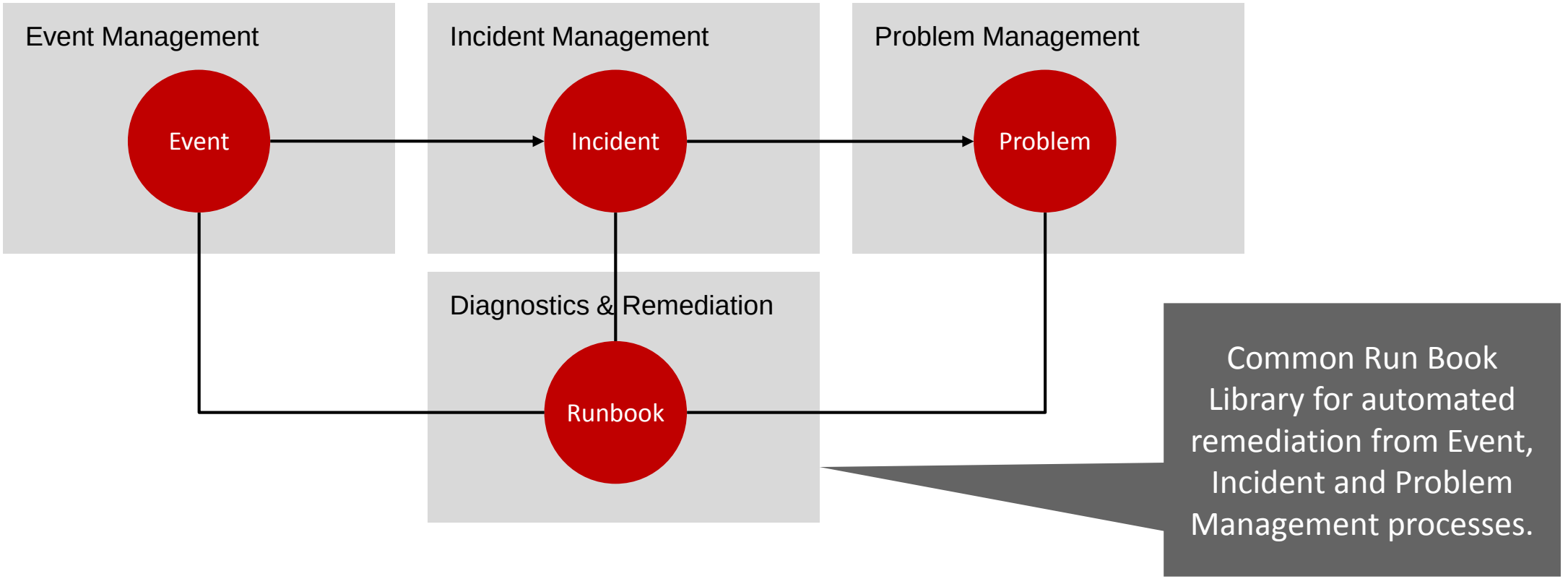
# IT4IT for Service Integration and Management (SIAM)





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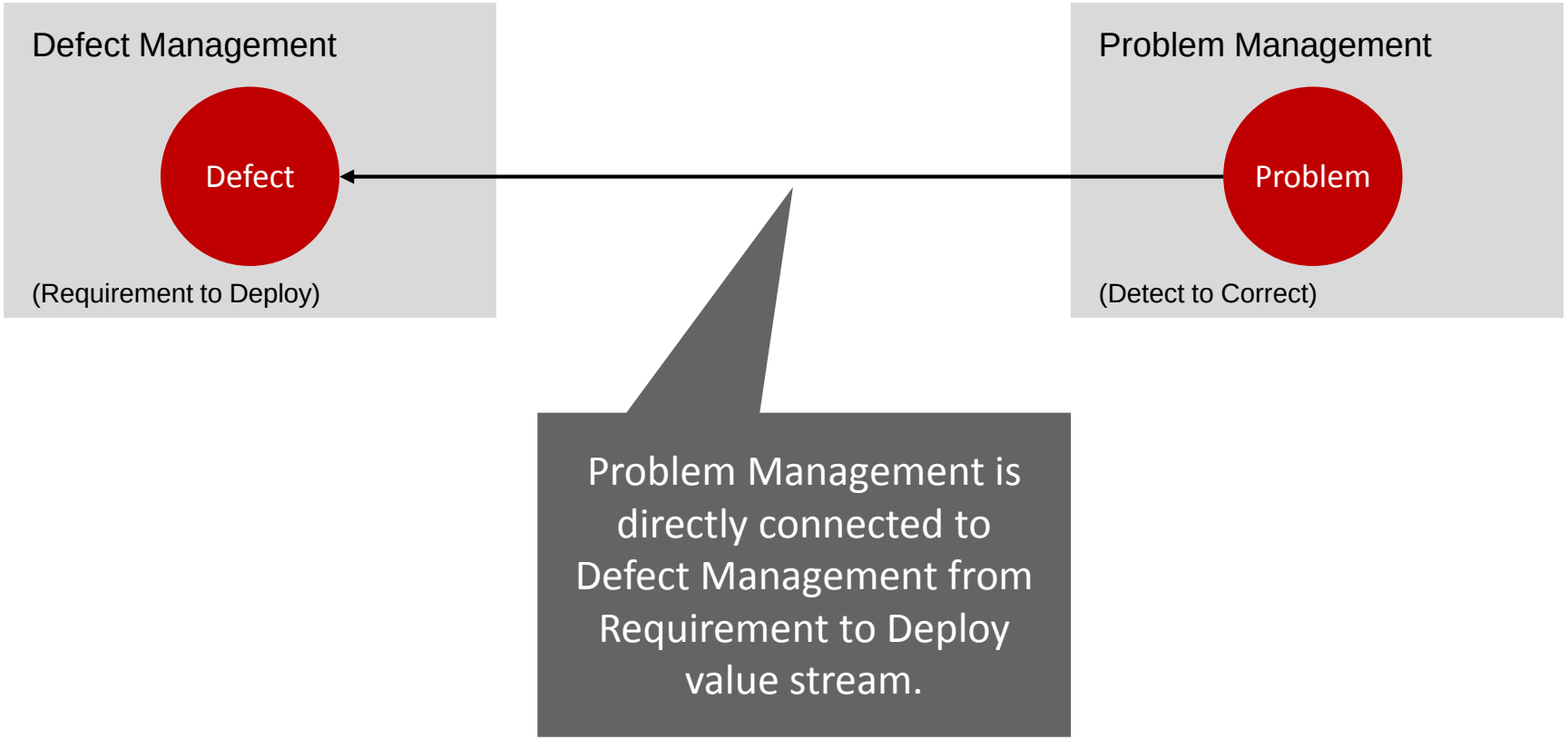
# IT4IT for Self-healing





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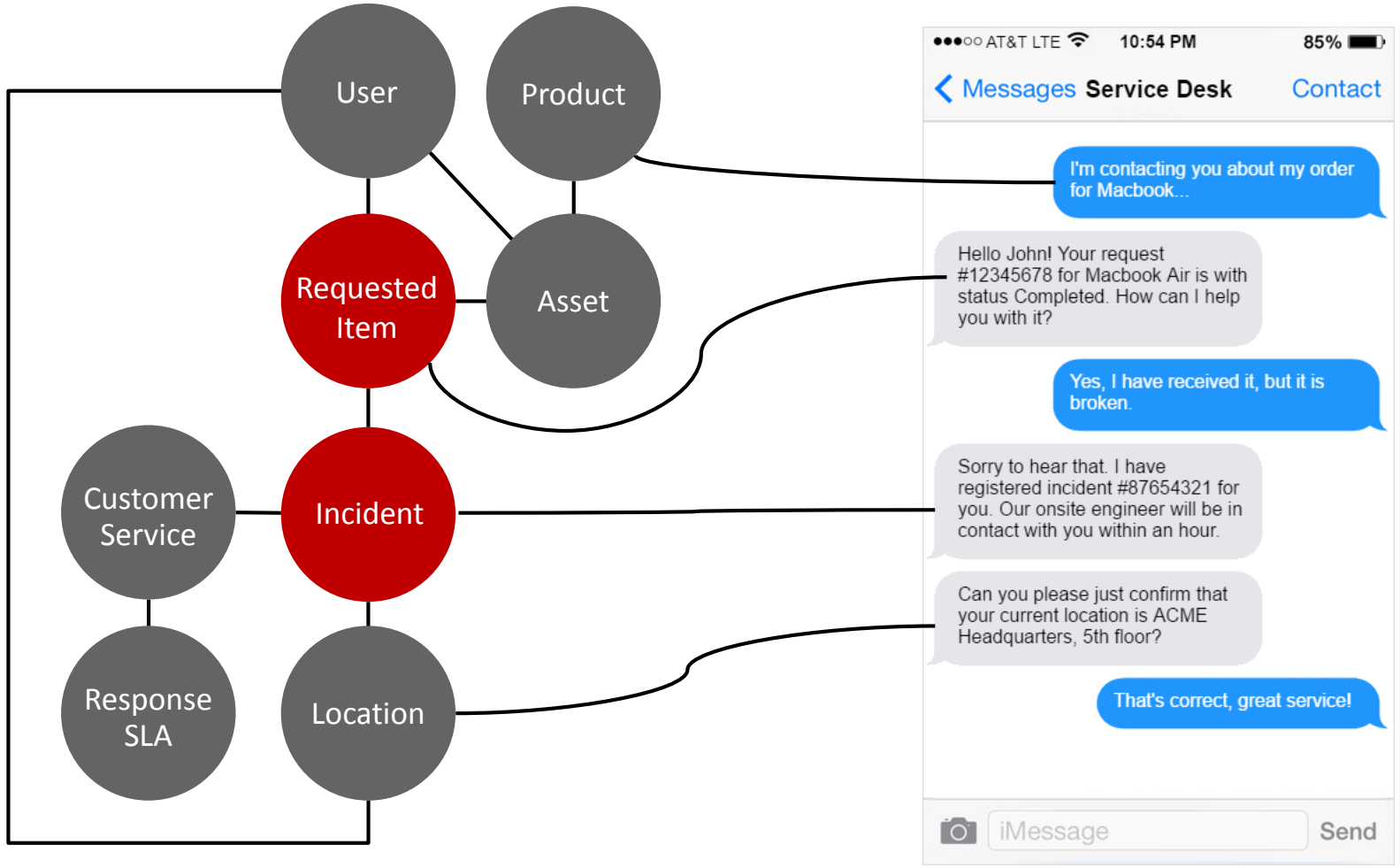
# IT4IT for DevOps





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# IT4IT for Chatbots





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# IT4IT Reference Architecture Levels




Level 1: End-to-end Overview

Level 2: Value Stream Documentation

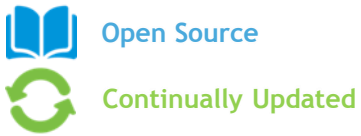
Level 3: Vendor-independent Architecture

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Level 4: Vendor-specific Refinement Architecture

Level 5: Solution Architecture



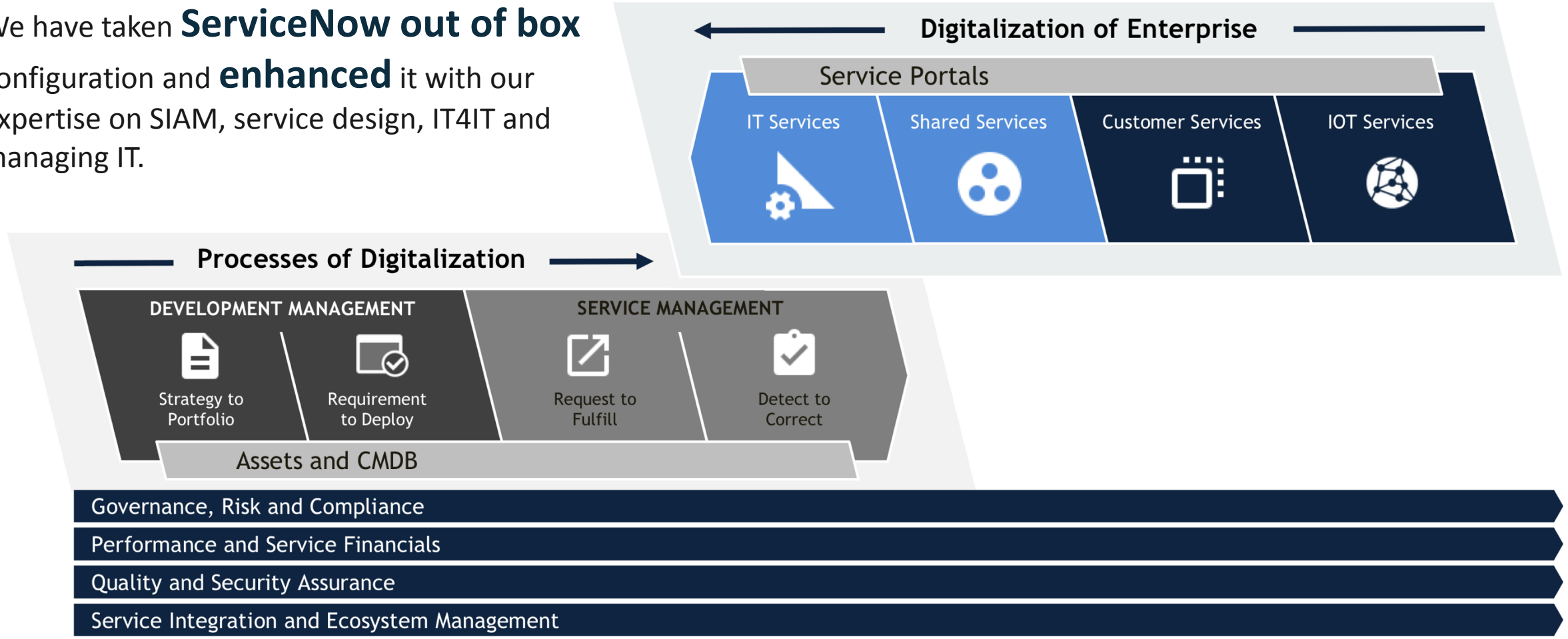

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# Sofigate Digitalization Platform Concept based on IT4IT

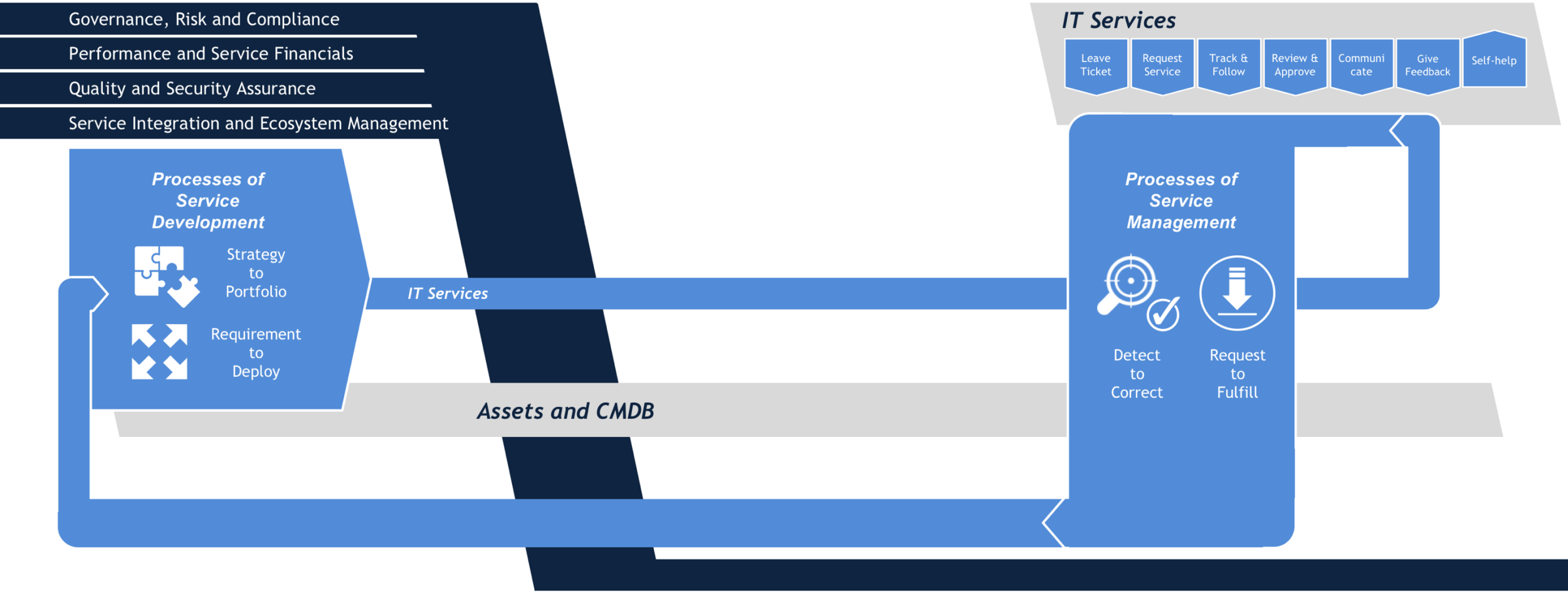
We have taken **ServiceNow out of box** configuration and **enhanced** it with our expertise on SIAM, service design, IT4IT and managing IT.





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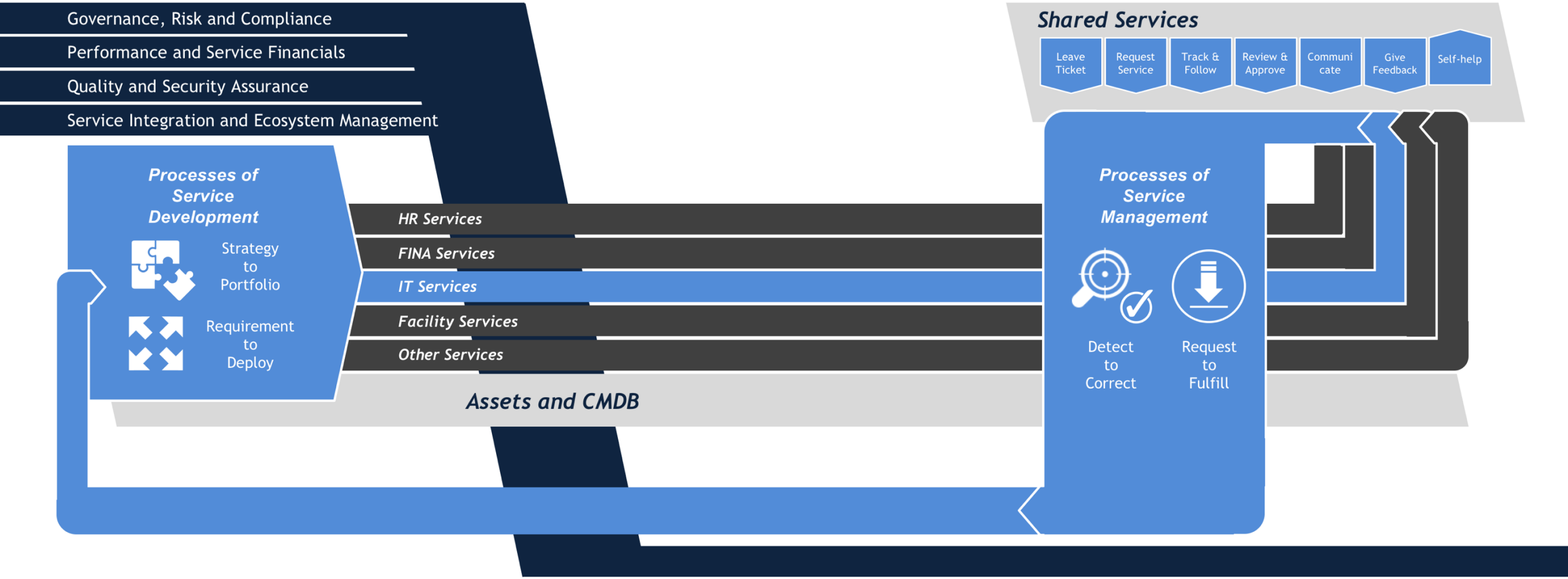
# Platform for Digitalization of Enterprises Beyond IT






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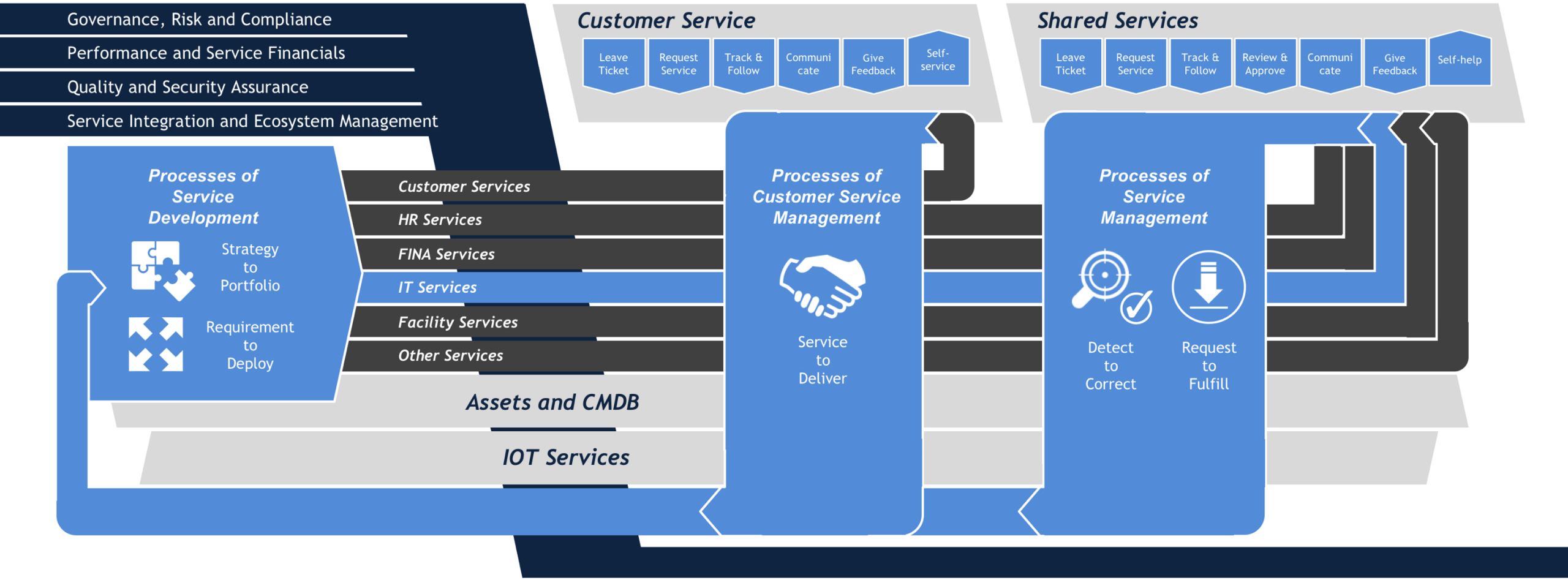
# Platform for Digitalization of Enterprises Beyond IT






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# Platform for Digitalization of Enterprises Beyond IT






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# Lessons Learned

1. Train people for IT4IT value chain thinking – new perspective
2. Avoid setting ITIL against IT4IT – both are needed
3. Start from Detect to Correct – the most familiar part for ITIL oriented people
4. Invest enough to implement Request to Fulfill properly – value stream of cloud era
5. Set measures for value streams – measure customer value instead of independent process execution
6. Go beyond IT – drive digitalization of enterprise


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# Top Takeaways

1

Digitalization demands more structured IT service management

2

IT4IT provides reference architecture for the business of IT

3

Borderless information flow across departments and enterprises is a key to success


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# Thank You

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# Q & A

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## Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

# Thank You

**Juha Kujala**

*Delivery Manager*

Sofigate



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