

IT4IT™ Foundation HODS5S

HPE course number	HODS5S
Course length	2 days
Delivery mode	ILT, VILT
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Why HPE Education Services?

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*Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, October 2017

This course introduces the foundational concepts of IT Service Management based on The Open Group IT4IT™ standard. This prescriptive standard provides a vendor-neutral, technology-agnostic and industry-independent reference architecture for managing the business of IT, enabling insight for continuous improvement. The course covers the IT4IT guidance on creating capabilities for managing IT in today's multi-sourced environments. The course emphasizes the IT4IT Reference Architecture and the four IT Value Streams associated with the IT4IT Value Chain.

Audience

- IT staff supporting large, complex and changeable information systems, which are supported by multiple internal and external parties.
- IT management interested in improving the quality and cost of their IT services by adopting the IT4IT standard, and stipulating that IT tools and IT services comply with the IT4IT interoperability standards.
- External IT service providers, third party tool vendors and IT management improvement consultants wanting to comply with the IT4IT standards.
- IT professionals working for organizations that have adopted, or are planning to adopt, the IT4IT standard and need to be able to manage, support and/or operate within such an environment.
- Individuals requiring an understanding of IT4IT and how it can contribute to the success of IT within an IT organization.

Prerequisites

There are no specific pre-requisites for this training, but knowledge and experience in IT service management and familiarity with IT infrastructure environments is helpful, but not essential.

Course Objectives

- Describe the IT4IT Reference Architecture and how it can improve the way IT delivers value to the business.
- Explain the benefits of the IT4IT Value Chain with its four value streams and how they optimize the efficiency and agility of an IT organization.
- Setup the four Value Streams which compose the IT Value Chain model:
 - Strategy-to-Portfolio
 - Requirement-to-Deploy
 - Request-to-Fulfill
 - Detect-to-Correct
- Gain the knowledge necessary to be prepared to take the IT4IT Foundation Certificate examination from The Open Group

Detailed Course Outline

IT4IT Concepts and Definitions

- IT4IT Open Group
- Market Influences driving the need for a new IT operating model
- New Style of IT and the Bimodal IT Organization
- Definition – IT Value Chain
- Definition – IT4IT Reference Architecture
- Definition – IT4IT Service Model

IT4IT Core

- Level 1: End-to-End Overview
- Level 2: Value Stream Documentation
- Level 3: Vendor-independent Architecture
- Level 4: Vendor-specific Refinement Architecture
- Level 5: Solution Architecture

Strategy-to-Portfolio Value Stream

Requirement-to-Deploy Value Stream

Request-to-Fulfill Value Stream

Detect-to-Correct Value Stream

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