
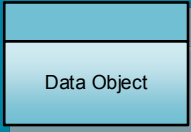

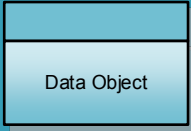

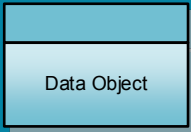


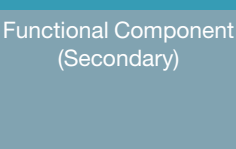



Information Model

Object Type	Description	Informal Representation	Formal Representation
Key Data Object	Key data objects describe aspects of “how” services are created, delivered, and consumed; they are essential to managing the service lifecycle. Managing the end-to-end service lifecycle and associated measurement, reporting, and traceability would be virtually impossible without them. The IT4IT Reference Architecture defines 32 key data objects and most are depicted as black circles.	 Key Data Object	 Data Object
Service Model	Service models are a stand-alone subclass of key data objects that describe “what” IT delivers to its consumers. They represent the attributes of a service at three levels of abstraction: Conceptual, Logical, and Realized. These data objects are referred to as Service Model Backbone data objects (or service backbone data objects in short form) and depicted using a purple colored circle in the IT4IT Reference Architecture diagrams.	 Service Model	 Data Object
Auxiliary Data Object	Auxiliary data objects provide context for the “why, when, where, etc.” attributes and, while they are important to the IT function, they do not play a vital role in managing the service lifecycle. The IT4IT Reference Architecture currently describes eight (8) auxiliary data objects and they are depicted using a gray colored circle.	 Auxiliary Data Object	 Data Object

Functional Model

Object Type	Description	Informal Representation	Formal Representation
Primary Functional Component	A primary functional component is depicted using a blue colored rectangle and is core to a specific value stream. This means that the functional component plays a key role in the activities of a particular value stream. Without this functional component, the integrity of the data objects and thus the Service Model could not be maintained consistently and efficiently. Most IT4IT documentation will use language such as “a functional component is owned by or is core to a particular value stream” to represent a primary functional component.	 Functional Component (Primary)	 Application Component
Secondary Functional Component	Secondary functional components are depicted using a gray colored rectangle and represent some level of dependency or interaction with a value stream and its data objects. While they interact with a value stream, they are not core to it and are either primary to another value stream or supporting function or represent a capability	 Functional Component (Secondary)	 Application Component

Information Model

Relationship Type	Description	Informal Representation	Formal Representation
Entity Relationship	The essential relationships between data objects within and across value streams are defined in the IT4IT Reference Architecture. These relationships function as a prescriptive guide for ensuring the integrity of the Service Model as it progresses through its lifecycle and facilitate traceability across value streams. Within the IT4IT Reference Architecture, the relationship between data objects is annotated as follows:		
	<i>1 to 1 (1:1): implies that if there is a relationship, it is between two data objects. It does not imply that there will always be a relationship. For example, Events without Incidents or Incidents without Events are legitimate scenarios.</i>	1:1	0..1 0..1
	<i>1 to many (1:n): implies that one data object relates (A) to one or more other data objects (B...) in scenarios where there is a relationship.</i>	1:n	0..1:*
	<i>Many to many (n:m): implies that both A and B above can relate to zero, one, or many of the connected data objects.</i>	n:m	*..*
Record Fabric Relationship	These entity relationship definitions ensure the consistent management of the lifecycle for individual data objects, as well as ensuring that the data objects are consistently named and crosslinked through prescriptive data flows between functional components to maintain the integrity of the Service Model. They are represented by a dotted black line.	----->	
Engagement Dataflow	These are user interface integrations derived from value stream use-cases and user stories. These integrations deliver the technology underpinning for a capability by combining several functional components into a single user experience to facilitate human interaction with data objects. In the IT4IT Reference Architecture system of engagement integrations are represented by the blue arrow	--->	

An Event is a data object. Each Event relates to a single Configuration Item (CI) at most. A CI can relate to several Events: 1:n

Events can relate to Incidents in a 1:1 manner.

The actual implementation and maintenance of the relationship is not specified. In some cases, only maintaining a one-directional pointer attribute is enough. In other cases, the entire relationship might be derived from a more complicated search.

