

Architecting for IT Service

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IT@Intel

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Agenda

- IT Landscape & Goals
- How IT Groups work together
- Where does Architecture fit?
- Service Architecture Step Through
 - Service Interaction Model
 - Service Delivery Model
 - Benefits
- Q&A



The Open Group Conference San Diego

Marriott San Diego Mission Valley
February 7-11, 2011



2010 Intel IT Vital Statistics

6,300 IT employees
56 Global sites

80,000 Intel employees
150 sites, 62 countries

91 Data Centers
~100,000 servers, 458,694 square feet

>105,000 Devices
>90K PCs (80%+ mobile), >20,000 Handhelds



Source: Information provided by Intel IT as of May 2010

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Intel Information Technology

Facilitate
Business
Growth

Drive
Business
Efficiency

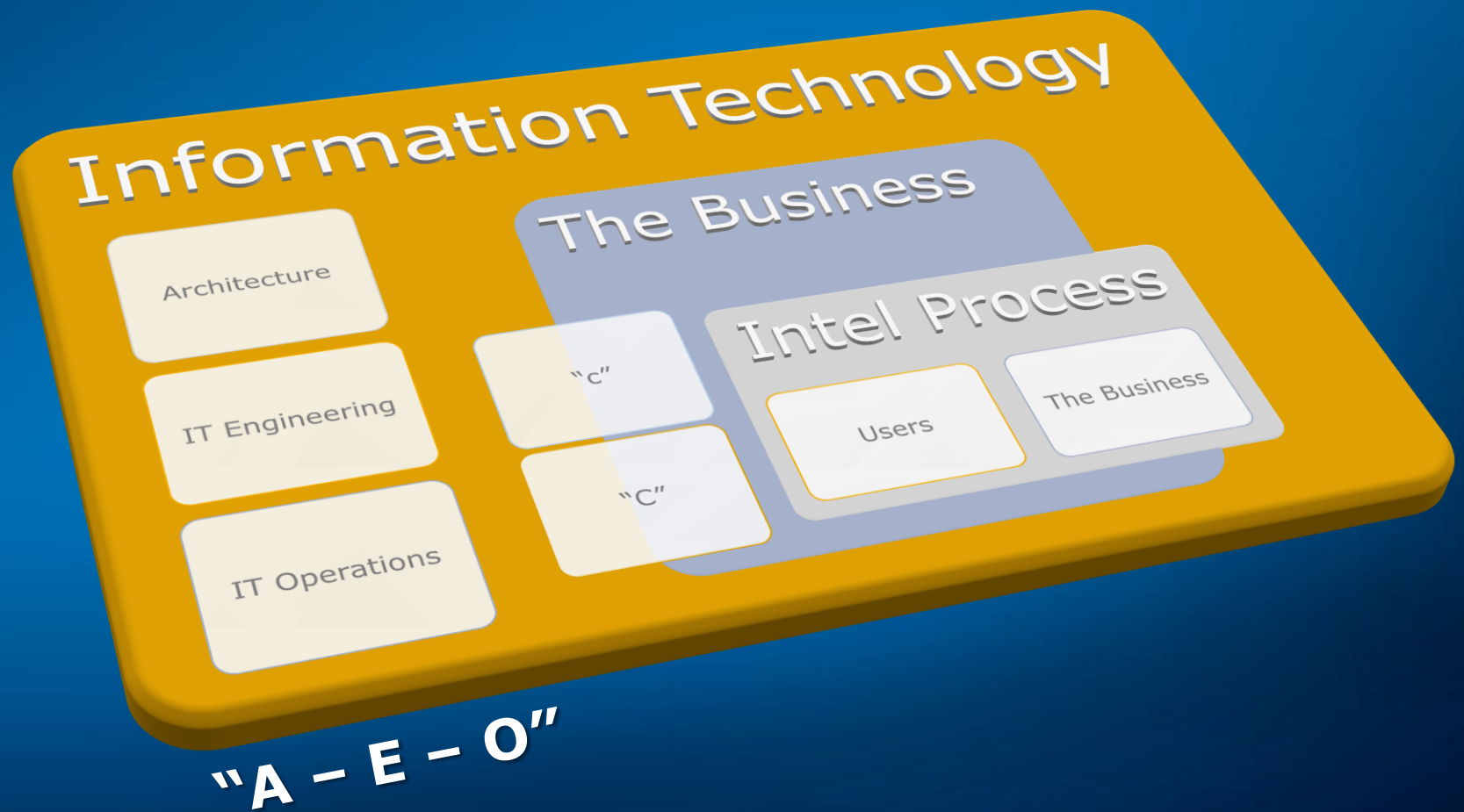
How IT
Creates
Value

Increase
Employee
Productivity

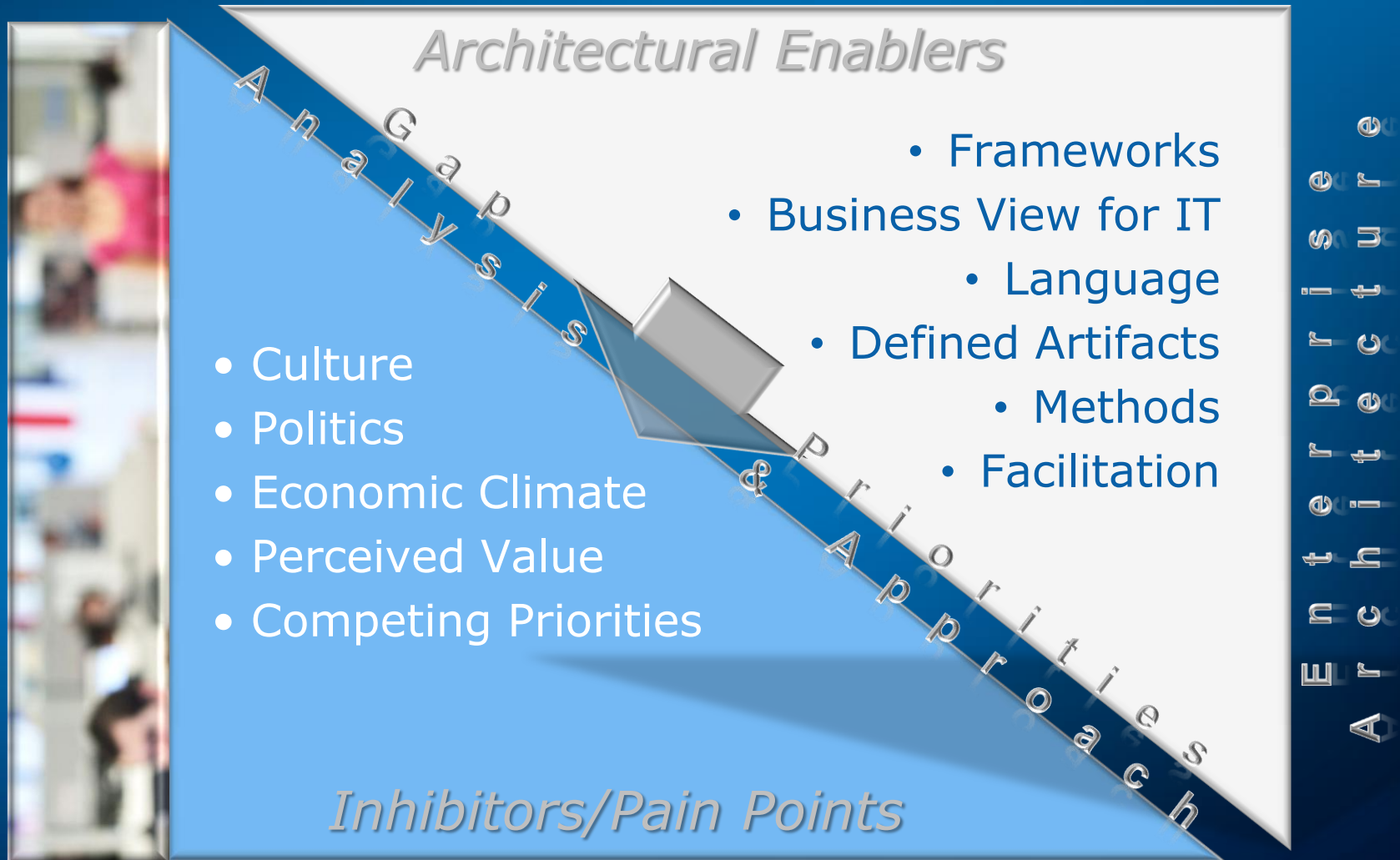
Deliver IT
Efficiency
and Continuity

*Delivering A Competitive Advantage for Intel by Applying
Information Technology to Improve Business Results*

IT View: "How We Work"

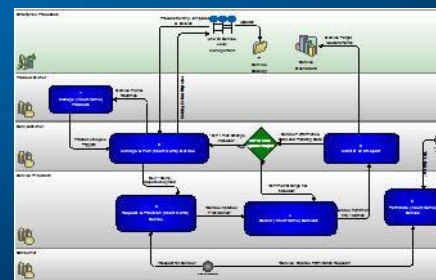
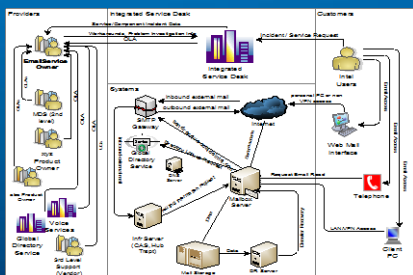


EA for Service Management



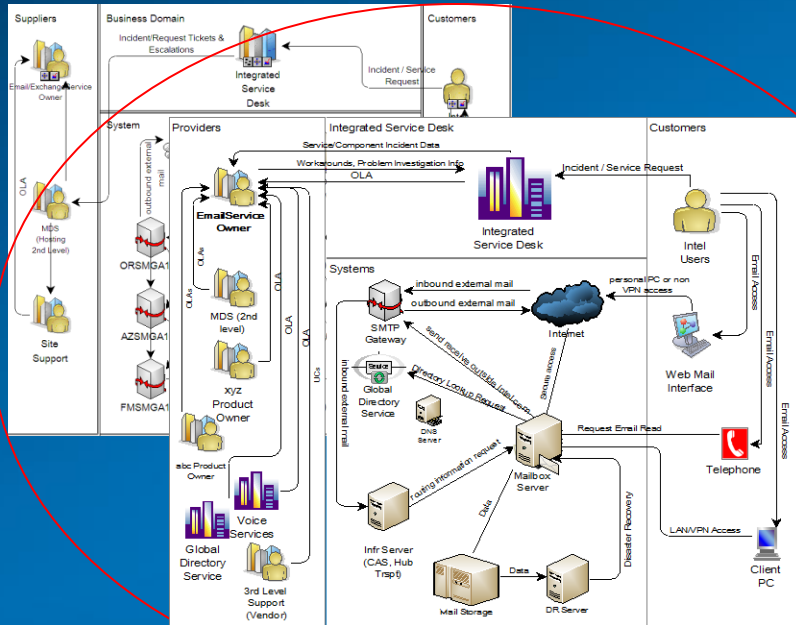
Enterprise Architecture for Services

- Service Interaction Models
 - A model that provides a consistent view of how solutions, capabilities are consumed in the context of an end to end service
- Service Delivery Business Process Template
 - A business process model describing a “day in the life” of a service’s delivery

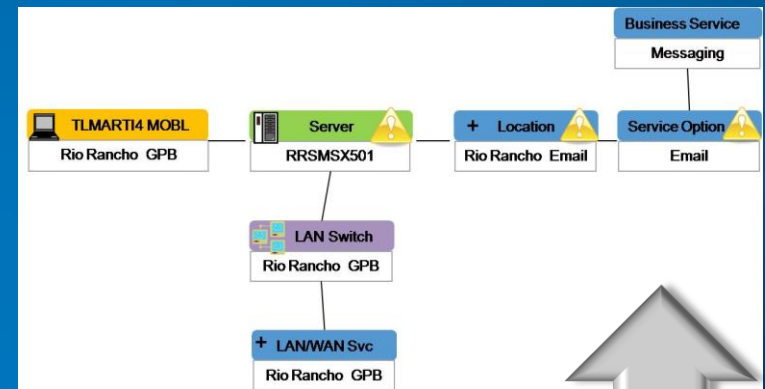


Service Artifacts & Views

Service Interaction Models



Enterprise Arch Model/Artifact
Service Mgmt Tools/Platform View



CMDB Views



models usage of solution & reference architectures in a specific service context

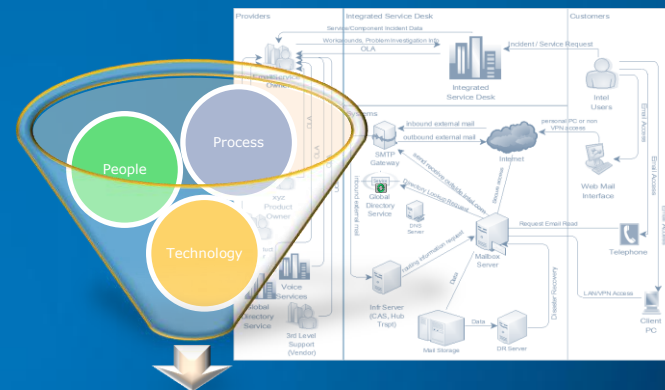
Models the relationships/dependencies based on the service interaction

Creating Service Interaction Models



- **Start Here:**

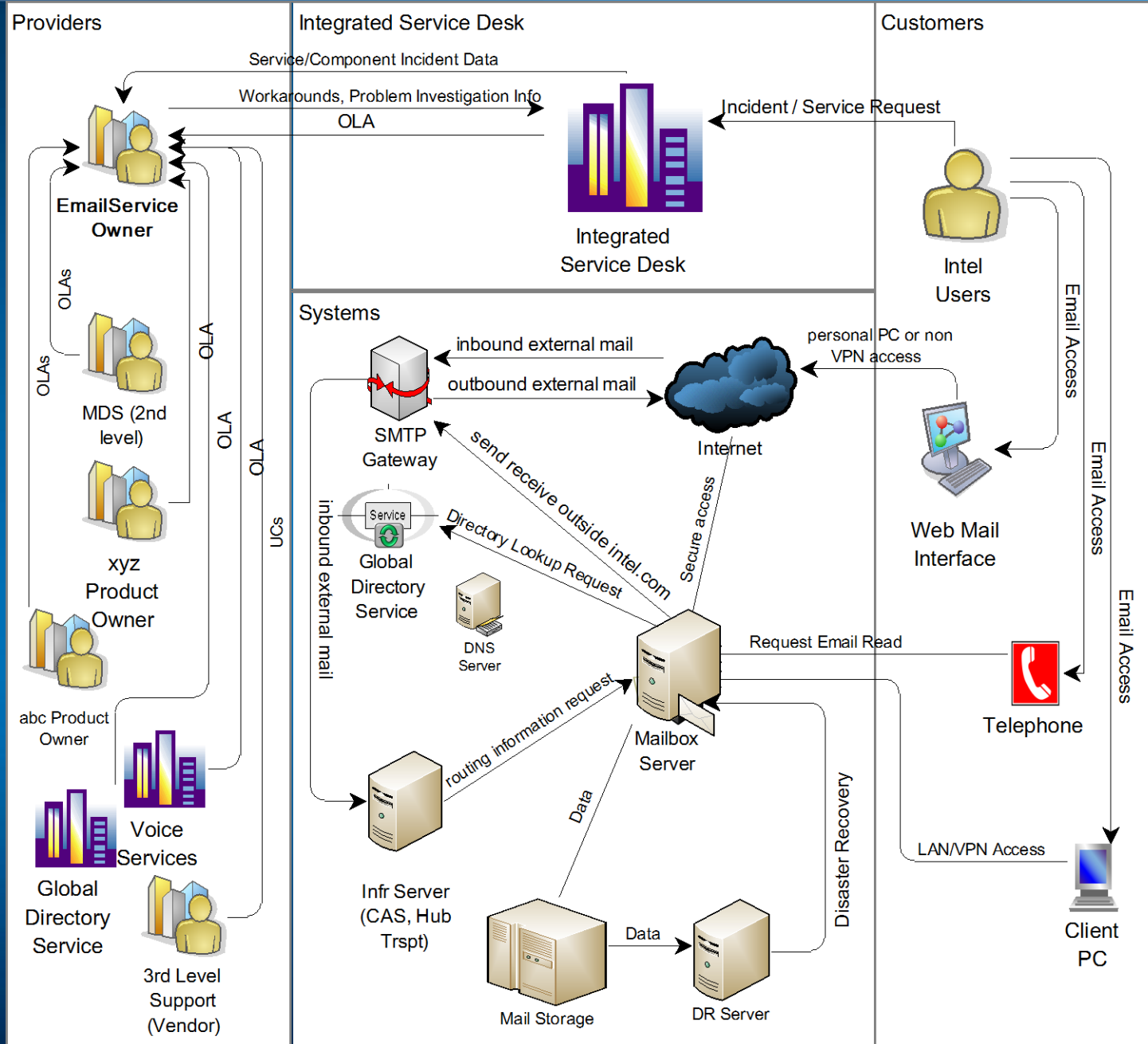
- Services and their taxonomy (service descriptions and models)
- Check service catalog info/ listed objectives and components
- Technical Drawings
 - Solution/Reference Architectures
- Interview Expert(s)
 - Identified by customer (i.e. service owner)
 - Some cases 1, some 3-4
- Review output

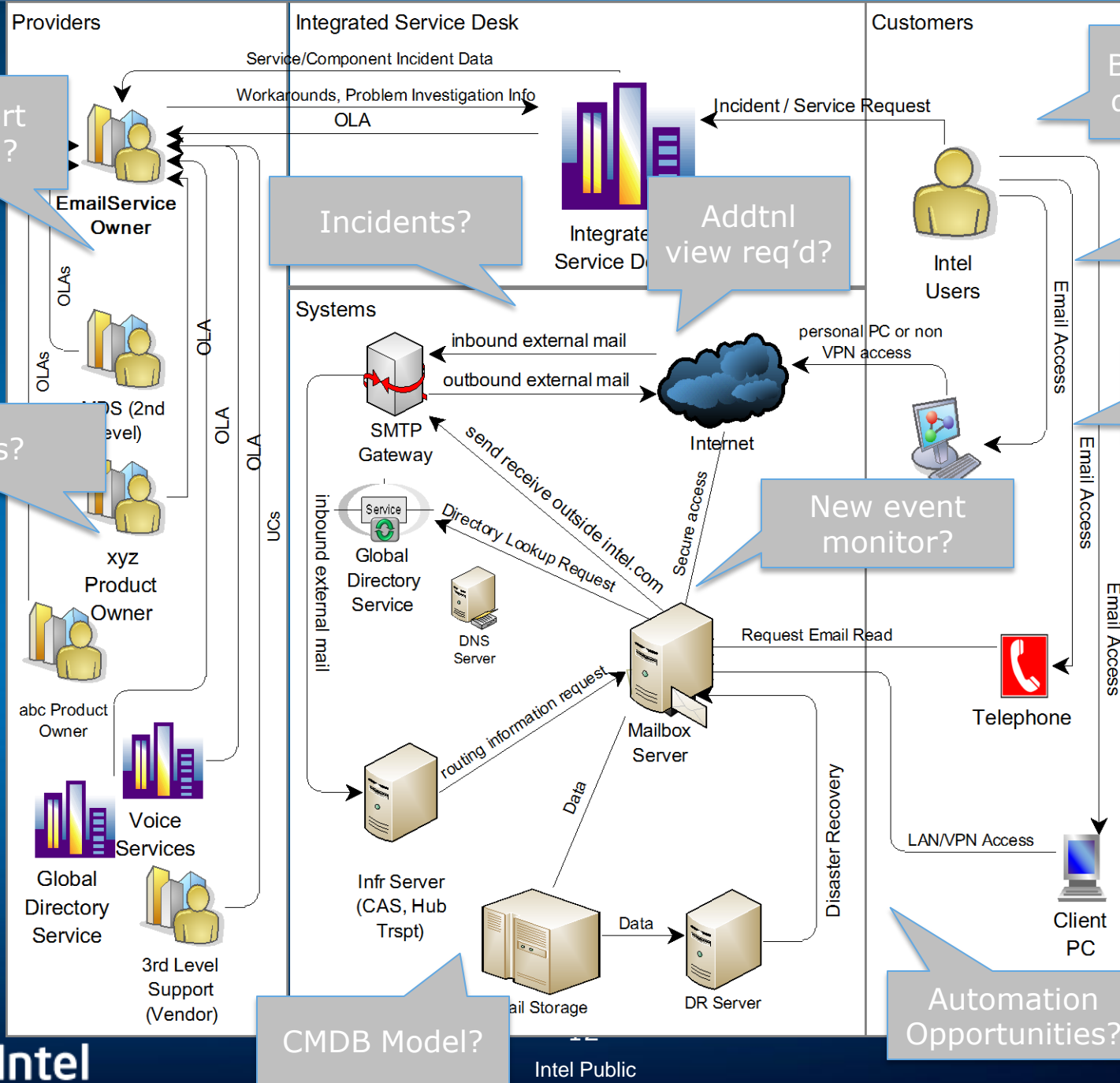


E2E Service

- ***Tell me how it works***

- ✓ Who are the consumers (*machines/apps/people*)
- ✓ How do they consume?
- ✓ What are the key systems?
- ✓ What are the key transactions?
- ✓ Who are the providers





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Email Example



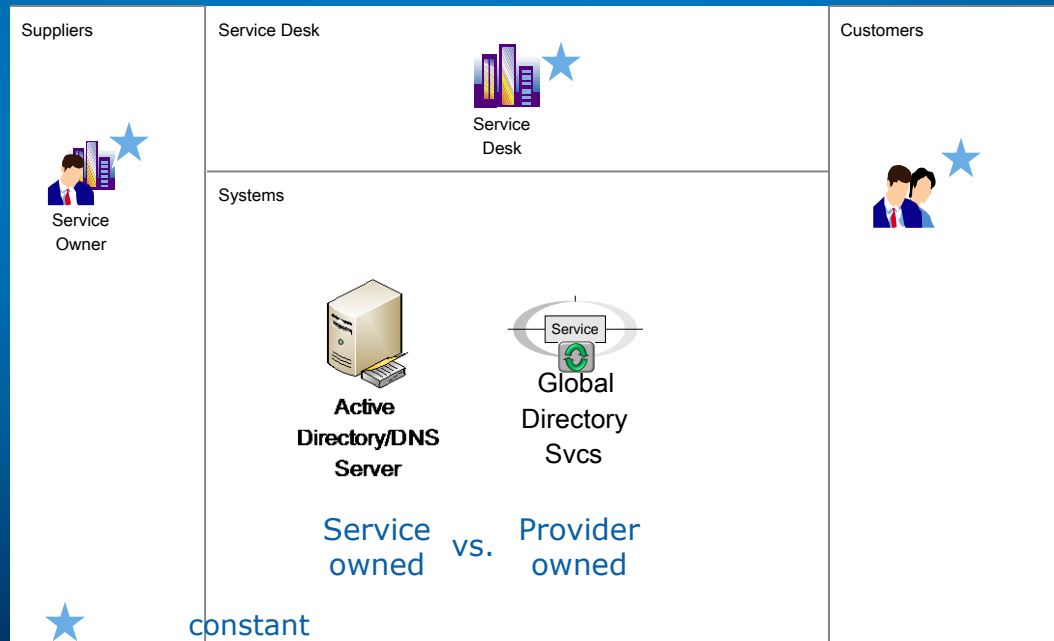
Service Interaction Segments/Rules

- Consumers/Customers
- The Service Desk
- The systems enabling the service
- Providers (Org Agnostic)



= Reusable object

- Depicts an underlying interaction or system model
- Created & maintained as a Standard object



Interaction Approaches

- Layered Technology <example>
 - Application Hosting (1. Internal, 2. External)
 - Infrastructure (IAAS)
 - Storage
 - Back up & Recovery
- Service Offering <example>
 - Email; Unified Messaging
 - Required deep dive may be added
 - ex. – email gateways,
- Activities <example>
 - Request a Video Conference
 - Join a Video Conference
 - Deliver Video Conferencing
- Combination of above

Service Delivery Biz Process Flow (Template)

Enterprise Processes

Links to core processes in decomp

Process training, templates & policies

Updates



Link to Service Level Management



IT Service Catalog



Service Dashboard

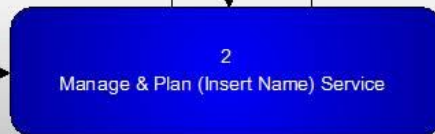
Service Target Measurements

Product Owner



Service Plan & Roadmap

ServiceOwner



Product Lifecycle Triggers

"SIP / Plan Change Indicated"

Yes

No

Service Performance, Cost and Trending Data

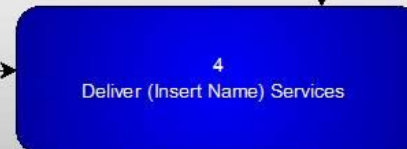


Service Providers



SLA - OLAs, objectives agreed

"Service Instance Provisioned"



Service Fulfillment Info / Metrics



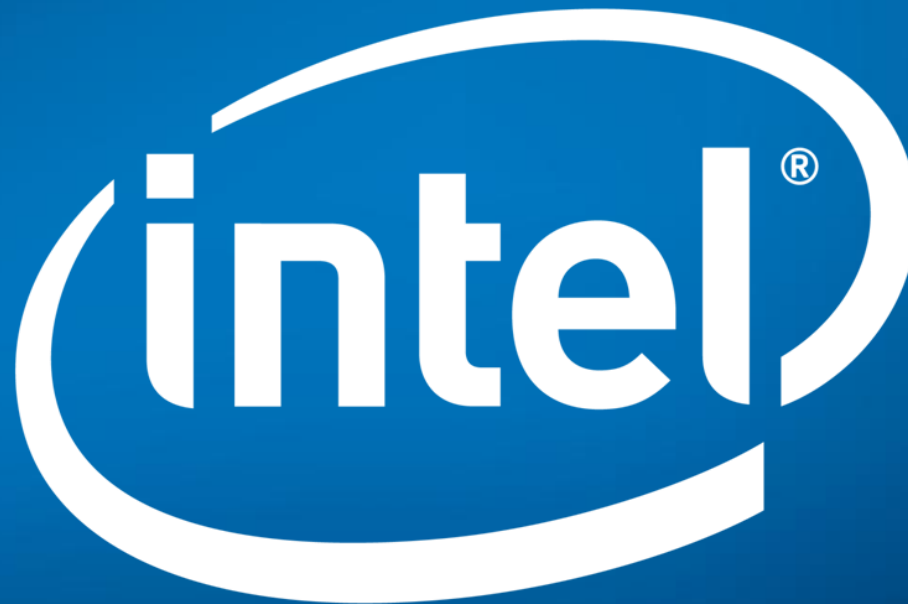
"EOL Decision"

Consumer

"Request for Service"



"Service Instance Termination Request"



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