

# Metastorm Reference Model for IT Infrastructure Management



## Aligning Services with Business Needs

With ever increasing expectations for IT infrastructure performance and reliability, IT organizations are continually challenged to hold cost levels in check while providing better service to the business.

Metastorm empowers organizations to effectively meet this challenge with the Metastorm Reference Model for IT Infrastructure Management (ITIM). ITIM is based on best practices and process material from the IT Infrastructure Library (ITIL®) – the popular process framework for helping IT departments improve their quality of service with increased system uptime, faster problem resolution and better security.

Metastorm leverages the power of ITIL by using a practical, visual and model-driven approach for creating real, beneficial IT change. The Metastorm ITIM Reference Model facilitates the modeling of goals, key metrics, activities, roles, systems and data as an integrated whole. The reference model also supports the identification of objectives and links them with risks, controls, metrics, best practices and operationally-focused processes to provide an integrated service foundation. This helps ensure that an ITIL implementation will meet its stakeholders' expectations by effectively engaging them in optimizing plans and outcomes.

The Metastorm ITIM Reference Model provides an integrated, graphical view of the ITIL Version 3 lifecycle, enabling its adoption as the map of an organization's ITIL strategy. By capturing current practice baselines, IT can create an effective roadmap to achieve an efficient ITIL implementation without undergoing the false starts that sometimes accompany these efforts.

The Metastorm ITIM Reference Model supports the ITIL V3 service framework's:

**Service Strategy** – The Metastorm ITIM Reference Model enables better understanding and translation of business requirements into IT strategy, as well as the customization of ITIL best practices into effective processes.

**Service Design** – The Metastorm ITIM Reference Model supports detailed service and architecture design models to enable the effective analysis and design of proposed service strategies.

**Service Transition** – The Metastorm ITIM Reference Model provides models of change, release, and configuration management to create an optimal process for service implementation.

## Highlights

### Benefits

- Aligns IT services with business objectives.
- Integrates IT and business processes and cross-organizational communication.
- Supports configuration of ITIL best practices and controls to unique enterprise requirements.
- Enables rapid ITIL project initiation and deployment.
- Focuses IT processes for improved IT service quality.
- Contains process and workflow models that enable the proper definition of individual services, which is critical to the functioning of dependent business processes.
- Provides an integrated, graphical view of the ITIL Version 3 Lifecycle.
- Based upon ITIL best practices and process material, under license from the OGC.
- Part of Metastorm's portfolio of reference models, including those for supply chain, finance, value chain and telecommunications.

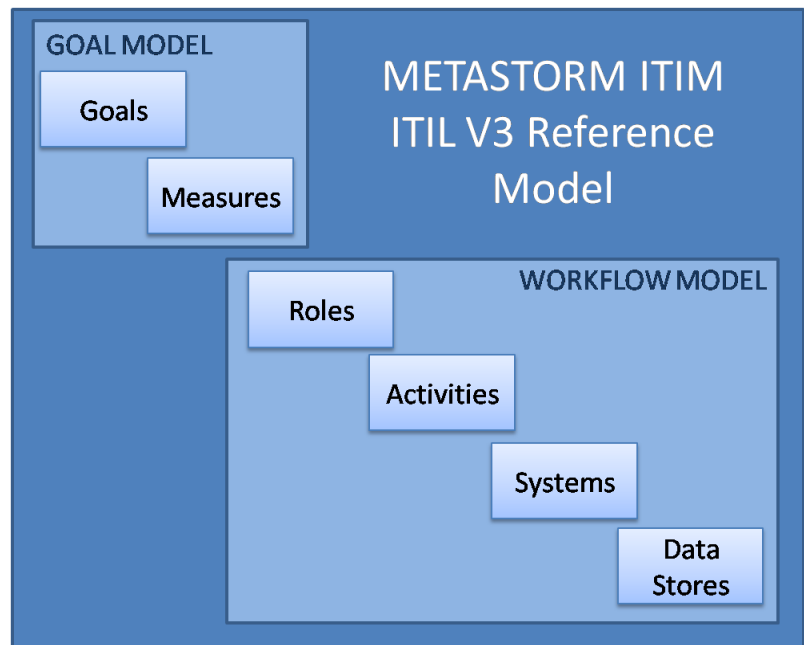
Service Operation – The Metastorm ITIM Reference Model models the service components that support proactive and reactive management of the unexpected events that may disrupt operations.

Continual Service Improvement – The Metastorm ITIM Reference Model supports the design and implementation of processes and metrics that drive improvements to service execution (Six Sigma, DMAIC, etc.).

In addition, the Metastorm ITIM Reference model provides an accurate representation of the ITIL V3 content, focused upon:

- Goals of the enterprise
- Measures that indicate goal achievement
- Roles (and responsibilities) within the organization
- Activities that the roles perform
- Systems that support the roles
- Data that stores the information produced by the activities

The bottom line is that the Metastorm ITIM Reference Model provides a set of integrated models that enable IT organizations to significantly cut the cost and time of developing and deploying business process improvements. If you need further guidance, Metastorm’s highly-skilled consultants offer the necessary experience, tools and techniques to help you to successfully employ the reference model in your infrastructure initiative.



ITIM is part of Metastorm’s portfolio of reference models. Others include those for supply chain (SCOR), finance (including Sarbanes-Oxley compliance), Value Reference Model (VRM), and telecommunications (eTom®). As an added benefit, Metastorm built the reference models to be integrated within a common taxonomy, so they can be tied together to provide a comprehensive organizational view. All of these various reference models serve as starting points for process initiatives that culminate in deployment and execution. They empower organizations to easily evaluate processes and systems, and then intelligently establish priorities. The reference models are stored within a shareable repository in the Metastorm ProVision® software, which provides the framework necessary to define and analyze specific requirements and models.

For more information, visit [www.metastorm.com](http://www.metastorm.com).

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