IT4IT Fundamentos

Course Objectives

The learning objectives focus on knowledge and comprehension of the terminology, structure and concepts of the IT4IT™ Reference Architecture. The course provides prescriptive guidance on the specification and interaction with a consistent service model backbone (common data model/context).

The course will ultimately prepare participants for IT4IT™ Foundation Certification, attained via a 40 question exam

Who Should Attend

Knowledge of the IT4IT™ Reference Architecture is useful to anybody involved in the creation and running of an IT environment. These roles and functions typically include:

- ☑ IT Management
- ☑ DevOps Managers and Specialists
- ☑ Integration Specialists
- ☑ Enterprise Architects
- ☑ Solution Architects
- ☑ Domain Architects
- ☑ Analysts
- ☑ Technology Vendors
- ☑ Professional Services Organizations

SGI Consulting Group

Course Syllabus

Modulo 1: IT4IT Overview

- ☑ Explain what The Open Group IT4IT Reference Architecture is and what approach it uses
- ☑ Identify the intended use of IT4IT Reference Architecture for organizations
- ☑ List the guiding principles that the IT4IT Framework adheres to
- ☑ Demonstrate understanding of the IT Value Chain
- ☑ Briefly describe the difference between the primary activities and supporting activities in the IT Value Chain
    - ☑ Primary activities of the IT Value Chain
    - ☑ Supporting activities of the IT Value Chain
- ☑ Explain the difference between value chain and value stream
- ☑ Briefly describe how the IT value chain supports the IT service life-cycle
- ☑ Briefly describe how the four value streams manage the full service life-cycle

Modulo 2: IT4IT Definitions and Basic Concepts

- ☑ The IT Value Chain
  IT Value Stream
  The IT Value Chain and the IT4IT Reference Architecture:
    - ☑ Explain the concept of the four pillars "anchoring" the IT Value Chain – the Service Model, the Information Model, the Functional Model, and the Integration Model
    - ☑ Understand the IT4IT service model
    - ☑ Understand the IT4IT Information Model
    - ☑ Understand service lifecycle data objects
        - ☑ Understand the difference between key and auxiliary data objects
    - ☑ Understand the IT4IT Functional Model
        - ☑ Understand difference between Primary Functional Components and Secondary
          Functional Components
          Explain interactions between Functional Components and Data Objects
- ☑ Overview of the Strategy to Portfolio (S2P) value stream
- ☑ Overview of the Requirement to Deploy (R2D) value stream
- ☑ Overview of the Request to Fulfill (R2F) value stream
- ☑ Overview of the Detect to Correct (D2C) value stream

Module 3: Strategy to Portfolio (S2P) Value Stream

- ☑ Explain the benefits of implementing S2P value stream for the business
- ☑ Enterprise Architecture functional component
- ☑ Policy functional component
- ☑ Proposal functional component
- ☑ Portfolio Demand functional component
- ☑ Service Portfolio functional component

Module 4: Request to Deploy (R2D) value stream

- ☑ Describe the goals and key objectives of the Request to Deploy (R2D) value stream
- ☑ Explain the benefits of implementing R2D value stream for the business
- ☑ Project functional component
- ☑ Requirement functional component
- ☑ Service Design functional component
- ☑ Source Control functional component
- ☑ Build functional component
- ☑ Build Package functional component
- ☑ Release Composition functional component
- ☑ Test functional component
- ☑ Defect functional component

Module 5: Request to Fulfill (R2F) value stream

- ☑ Describe the objectives of the Request to Fulfill (R2F) value stream
- ☑ Explain the benefits of implementing R2F value stream for the business
- ☑ Understand the primary and secondary functional components of the R2F value stream
- ☑ Engagement Experience Portal component
- ☑ Offer Consumption functional component
- ☑ Offer Management functional component
- ☑ Catalog Composition functional component
- ☑ Request Rationalization functional component
- ☑ Fulfillment Execution functional component
- ☑ Usage functional component
- ☑ Charge-back/Show-back functional component
- ☑ Knowledge & Collaboration supporting function

Module 6: Detect to Correct (D2C) value stream

- ☑ Describe the objectives of the Detect to Correct (D2C) value stream
- ☑ Explain the benefits of implementing D2C value stream for the business
- ☑ Explain the interactions with other value streams
- ☑ Service Monitoring functional component
- ☑ Event functional component
- ☑ Incident functional component
- ☑ Problem Control functional component
- ☑ Change Control functional component
- ☑ Configuration Management functional component
- ☑ Diagnostic & Remediation functional component
- ☑ Service Level functional component
- ☑ List other IT Operations capabilities not part of the D2C value stream

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