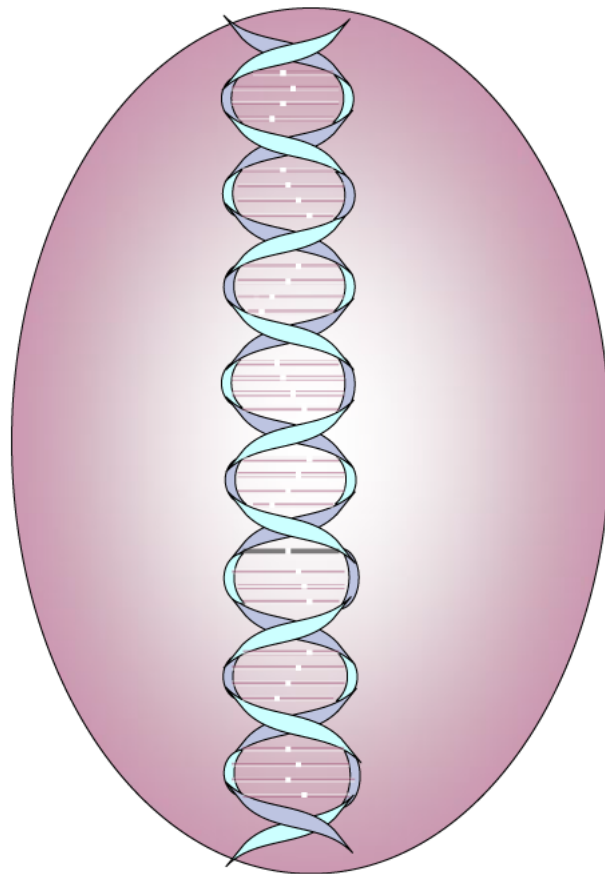


## **Sequencing the DNA of IT Management:**

### **IBM Process Reference Model for IT (PRM-IT)**



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## Preface

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# Preface

The IBM Process Reference Model for Information Technology (PRM-IT) is a generic representation of the processes involved across the complete IT Management domain. As such, it contains a foundational examination of the IT Process topic. It is for this reason the graphical image of the DNA double helix over the basic building block of a cell is used.

## About this book

Beyond the Introduction, this book has two main parts. The first part has four sections and includes:

- A brief discussion about some of the strategic drivers that impact the management of IT, and a review of the key influences on the design and implementation of IT processes.
- A summary of the principles and criteria used in the creation of PRM-IT, including those which result in alignment with ITIL<sup>1</sup>.
- A first look at the model as a whole, including an outline of the model's content (within a wider business), the process categories, and list of processes.
- A brief discussion of what this book can provide to the reader, and how to use it.

In the second part of the book, each process category and its activities are introduced. Given for each category, are the description, mission, goals, and scope, together with a list of the next level of process analysis.

## Intended audience

An understanding of the full range of the processes relevant to IT in any business is of value to those within the IT function responsible for the specification, creation, and delivery of IT services—whether at the CIO and IT executive level, considering the direction and overall management of IT, or working within any of its competencies, needing to interface with other parts of the IT value chain or value net.

Equally, the stakeholders in the business of this IT capability will benefit from greater insight into how IT serves them. This insight will enable them to better influence IT decisions and activities, to their ultimate benefit.

## Next steps

At levels of exposition, ranging from this textual introduction of IT processes through the full detail in the underlying, rigorously engineered IDEFØ model, PRM-IT is a powerful management tool for purposes such as investigating and identifying areas for improvement. PRM-IT also provides a proven starting-point for the design and implementation of new and upgraded IT management capabilities.

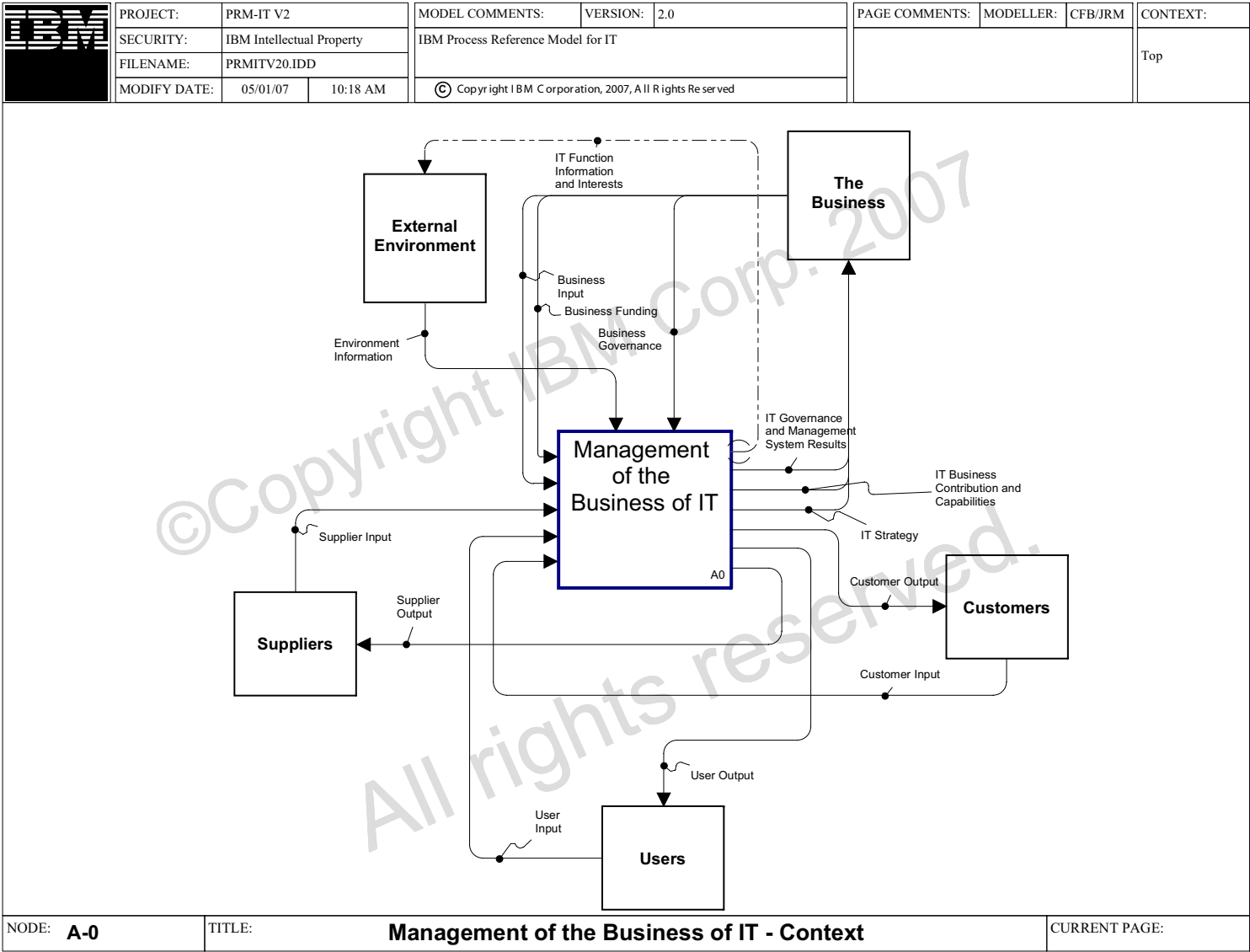
1. ITIL and the IT Infrastructure Library are registered trade marks of the Office of Government Commerce in the United Kingdom.

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IBM's IT consultants, architects, and specialists in IBM Global Services, working from this common base, are equipped with a full range of methods, techniques, and tools to assist our customers achieve these purposes.

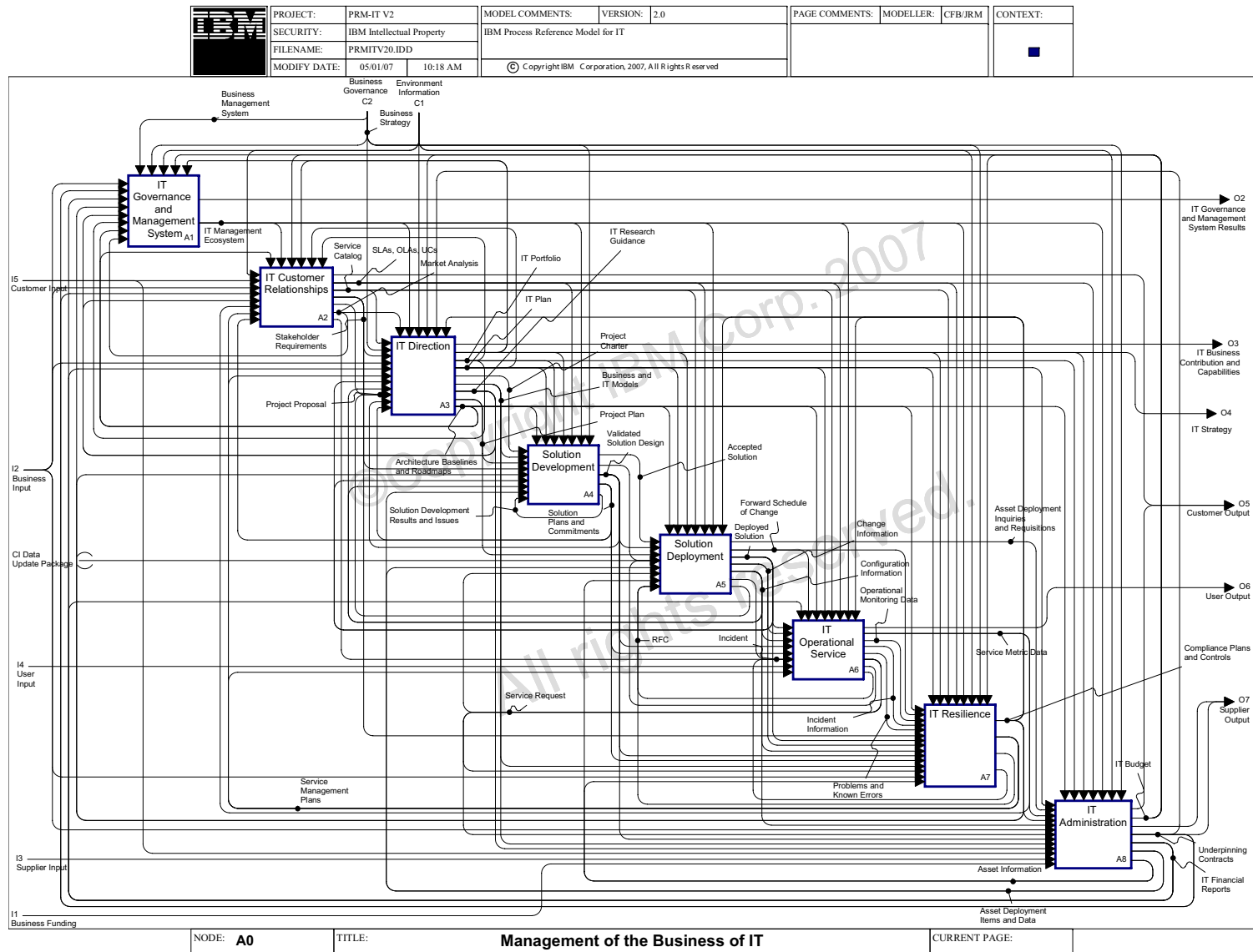
# IDEFØ Diagrams

A0: Context Management of the Business of IT

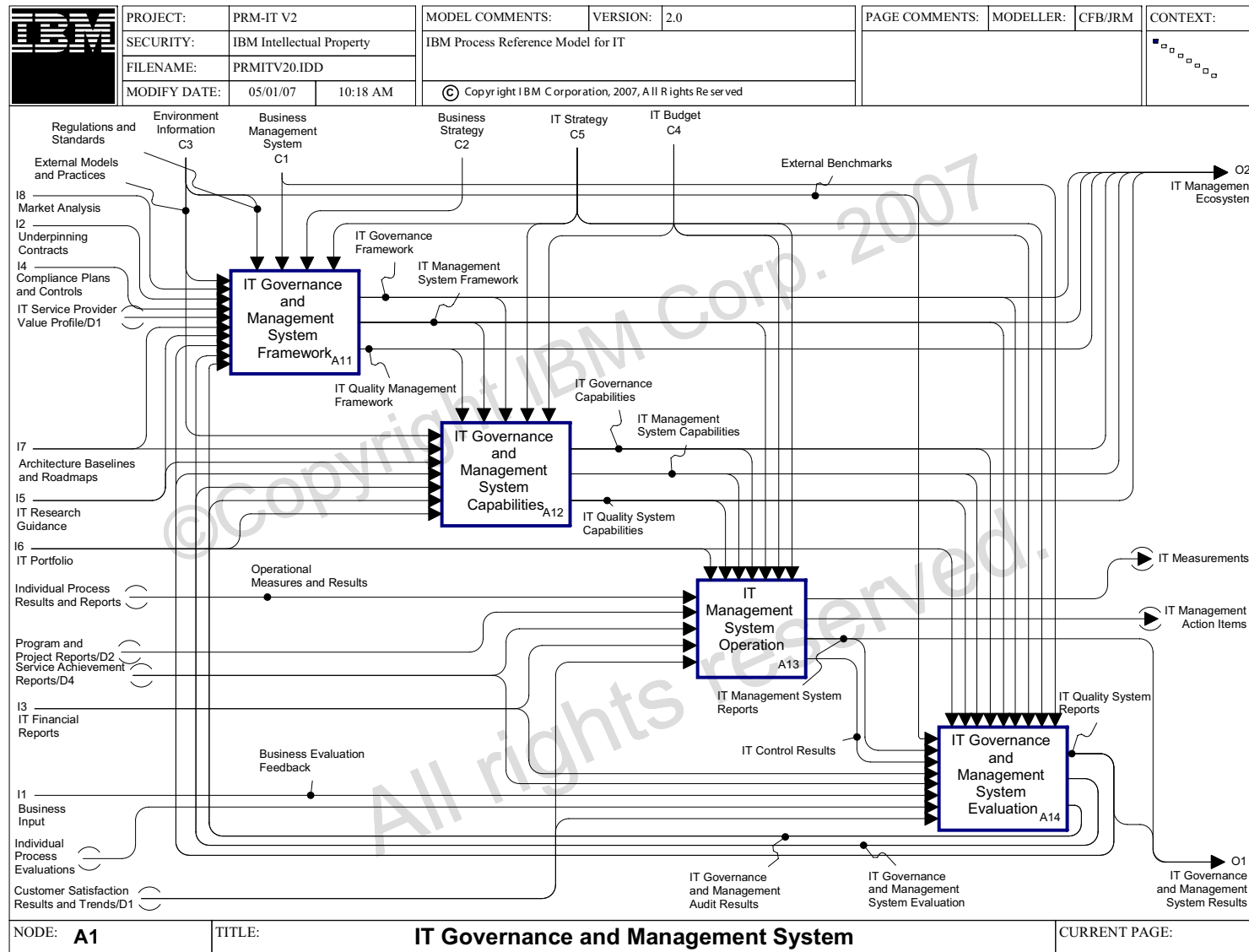




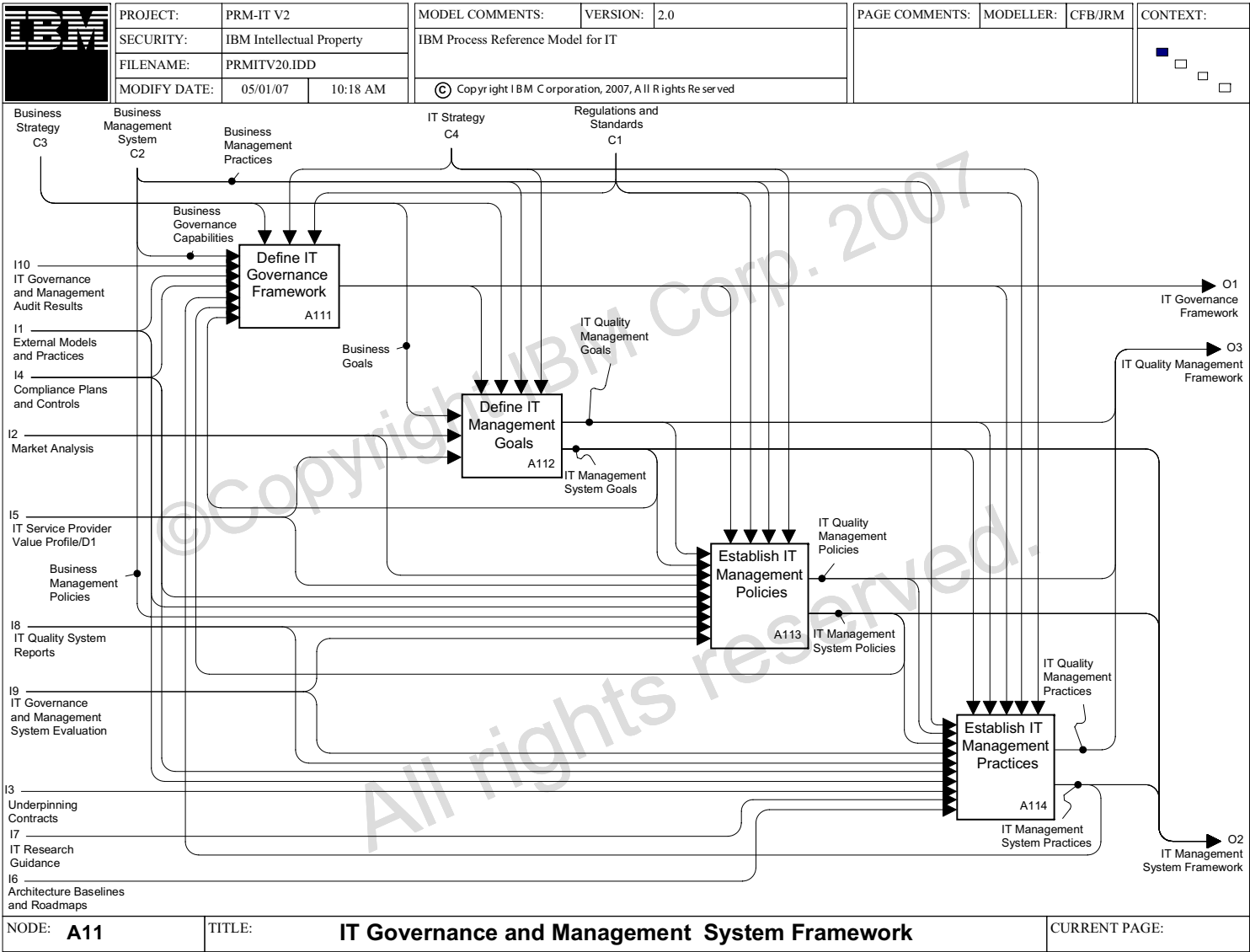
A0: Management of the Business of IT



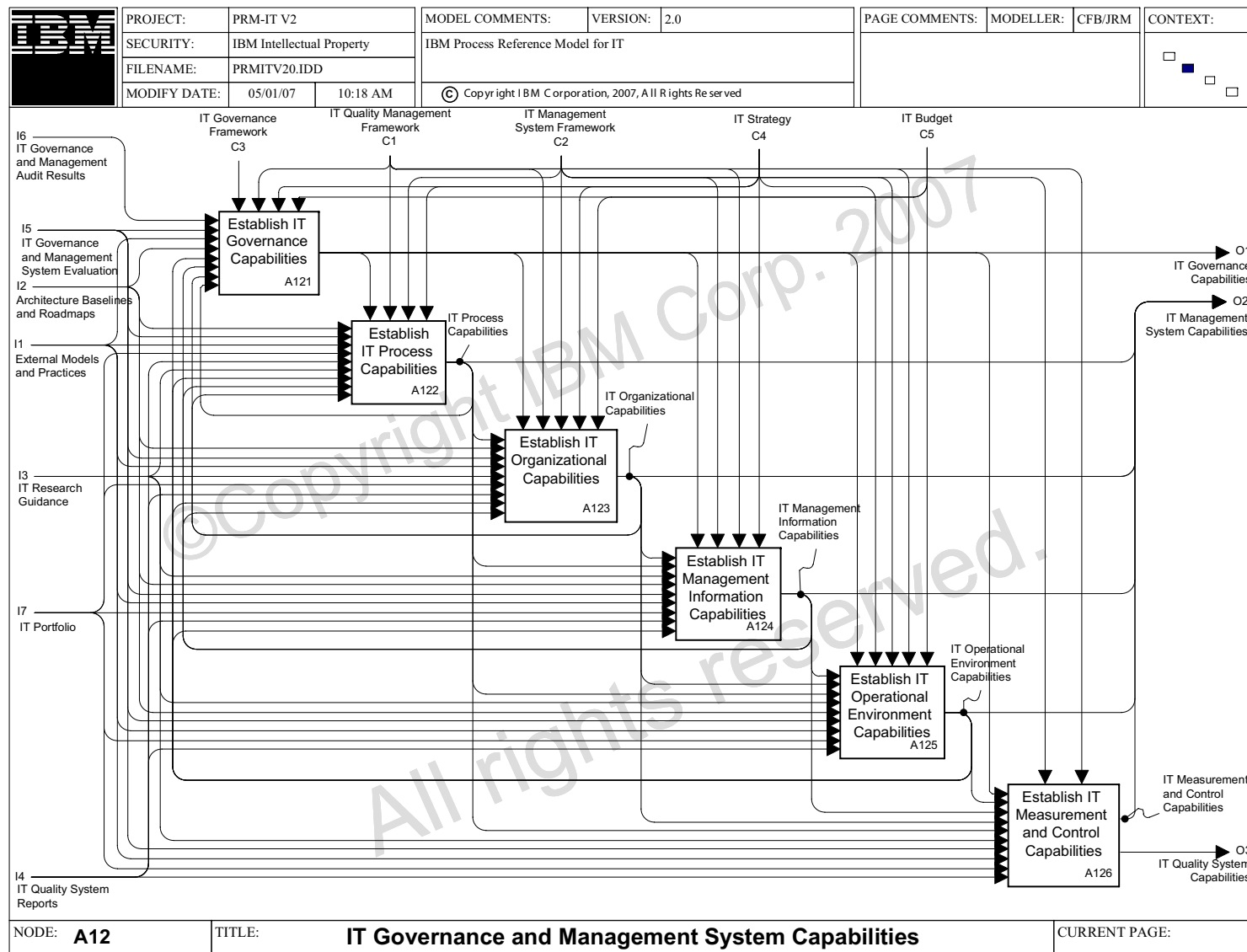
A1: IT Governance and Management System



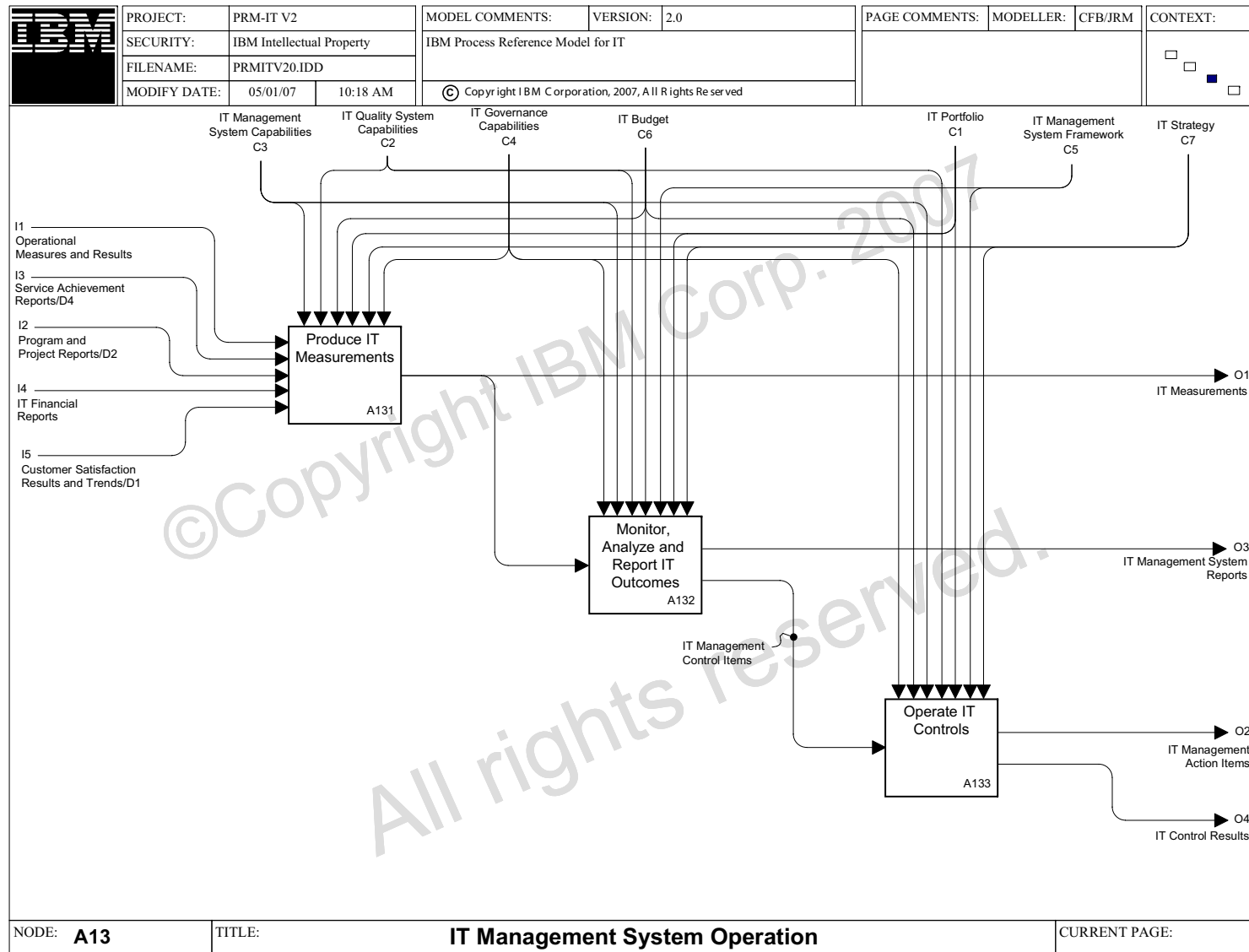
A11: IT Governance and Management System Framework



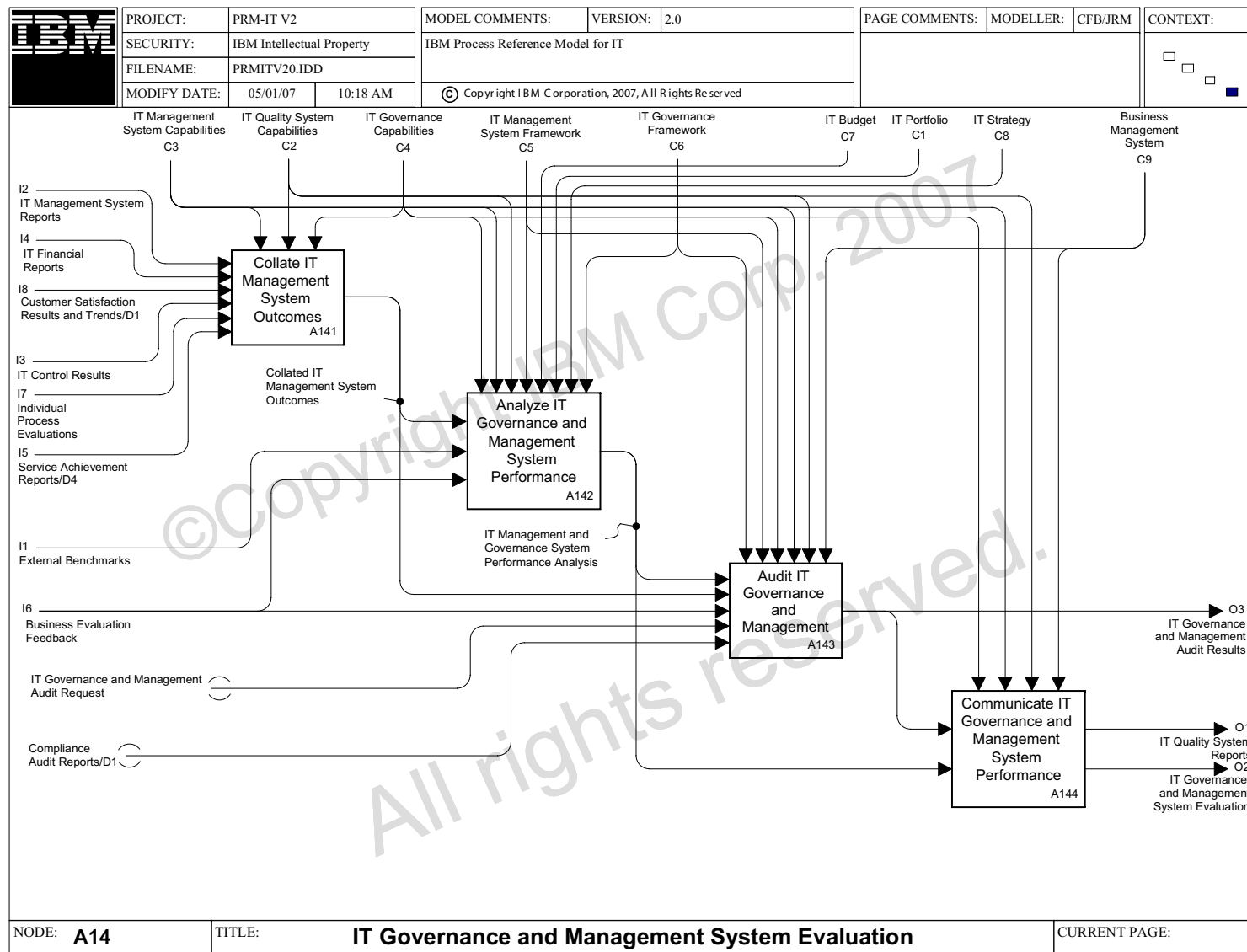
## A12: IT Governance and Management System Capabilities



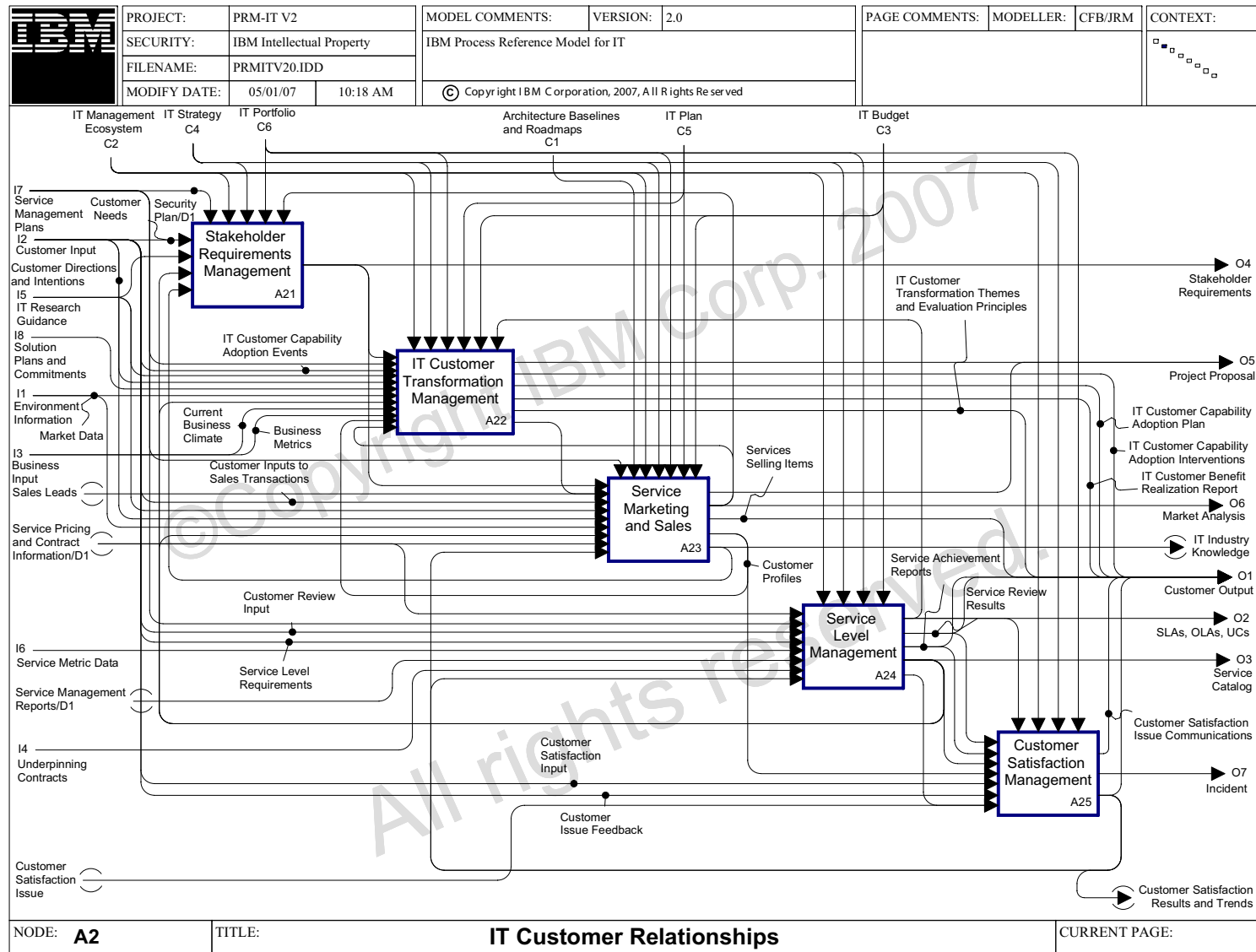
### A13: IT Management System Operation



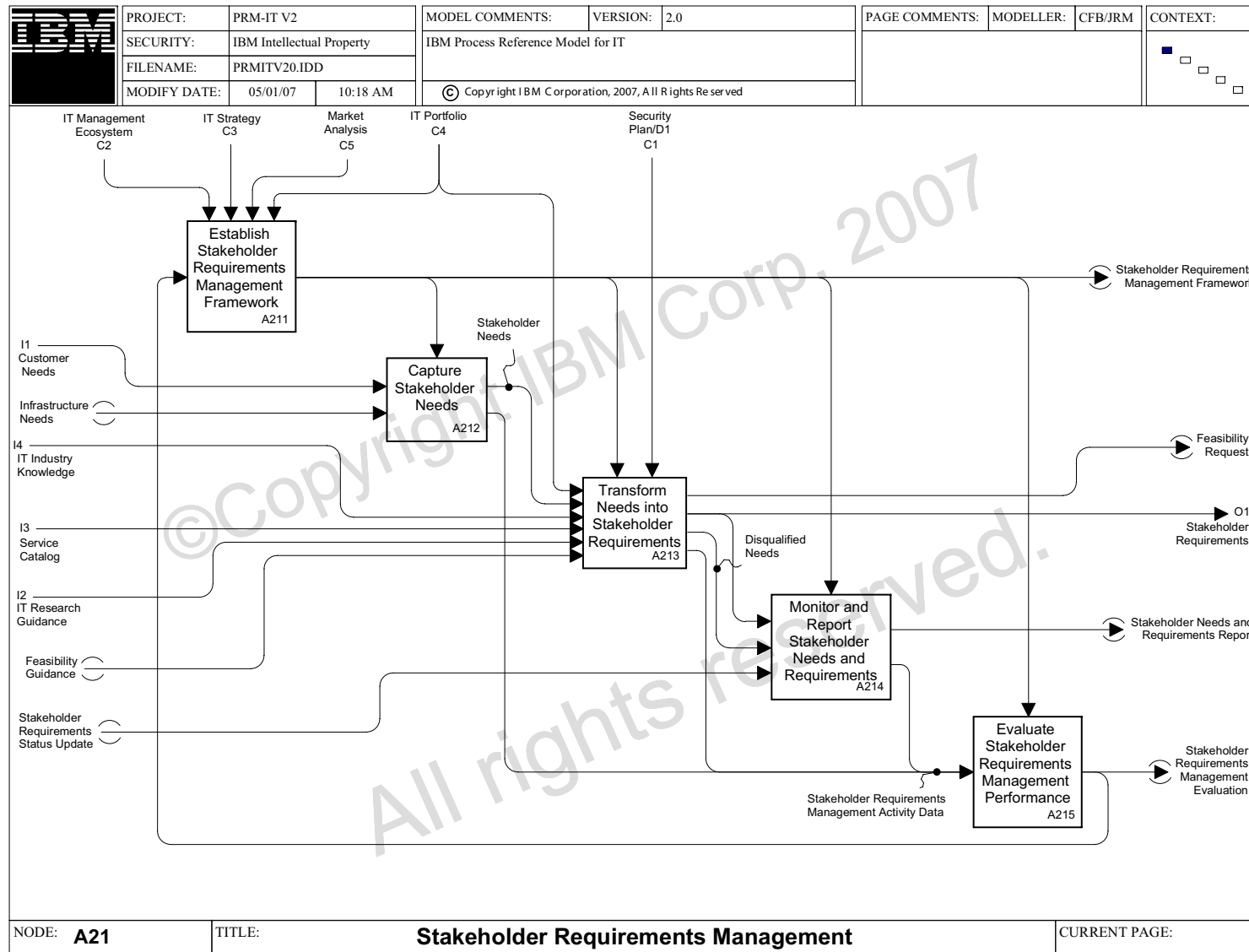
## A14: IT Governance and Management System Evaluation



## A2 IT Customer Relationships

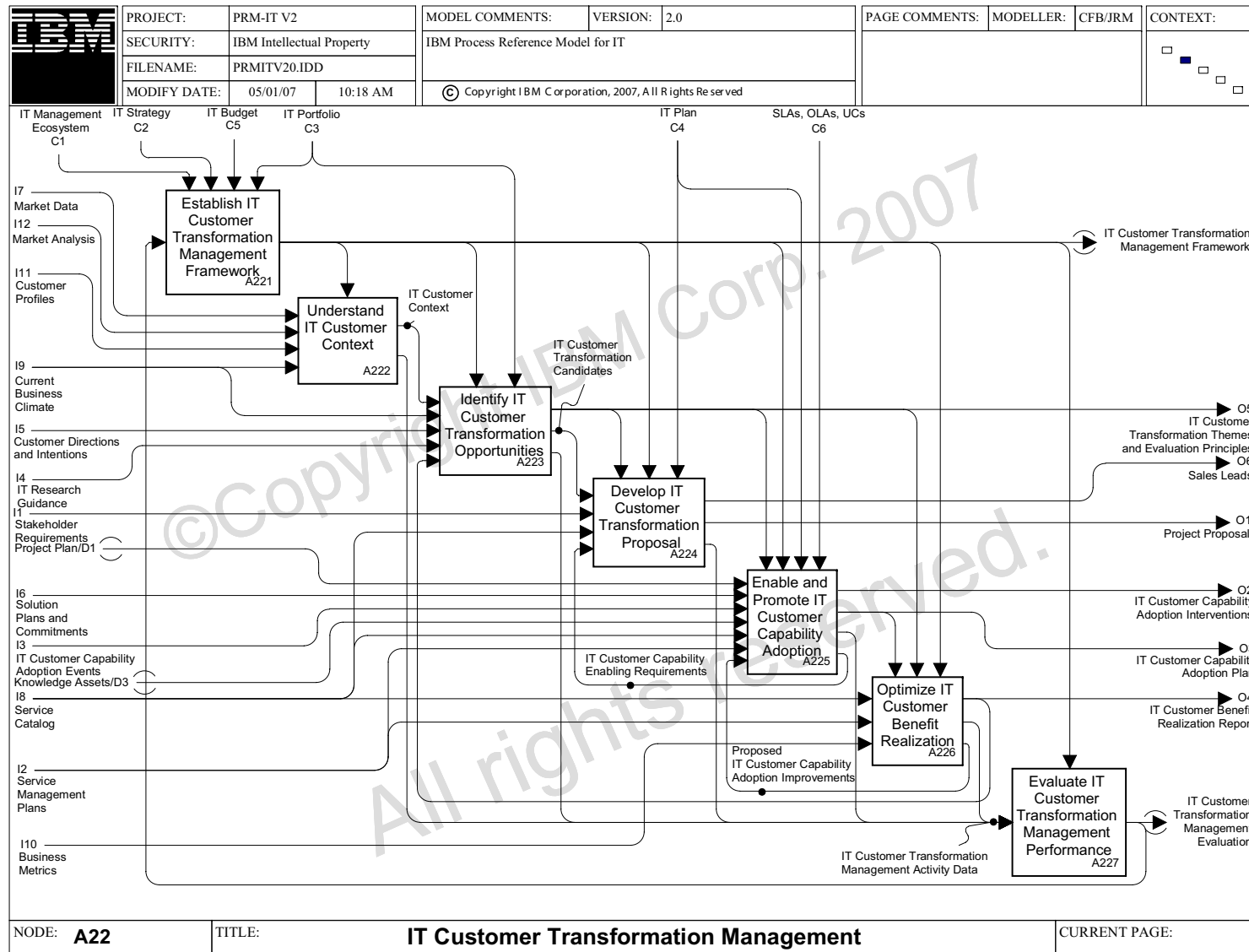


## A21 Stakeholder Requirements Management

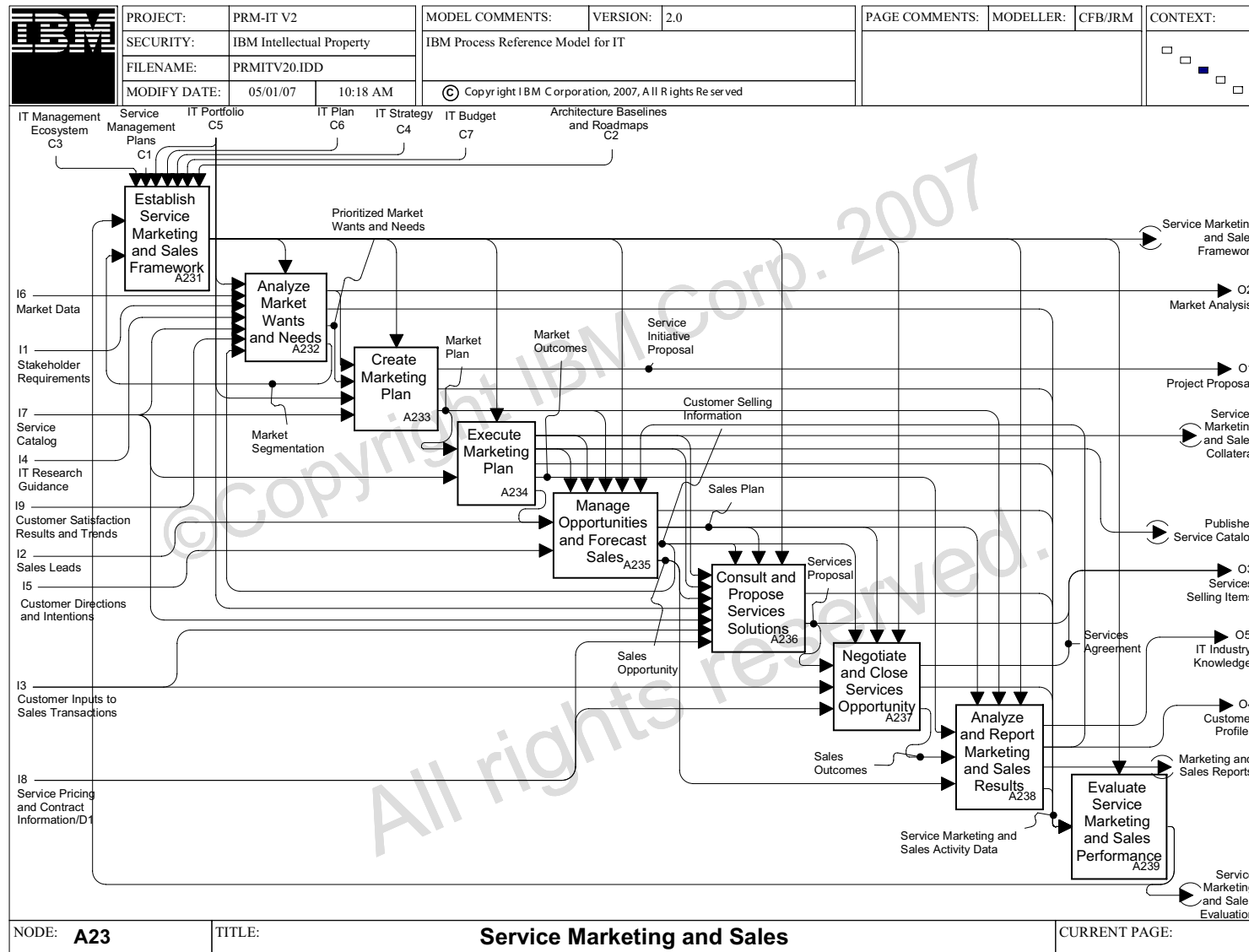




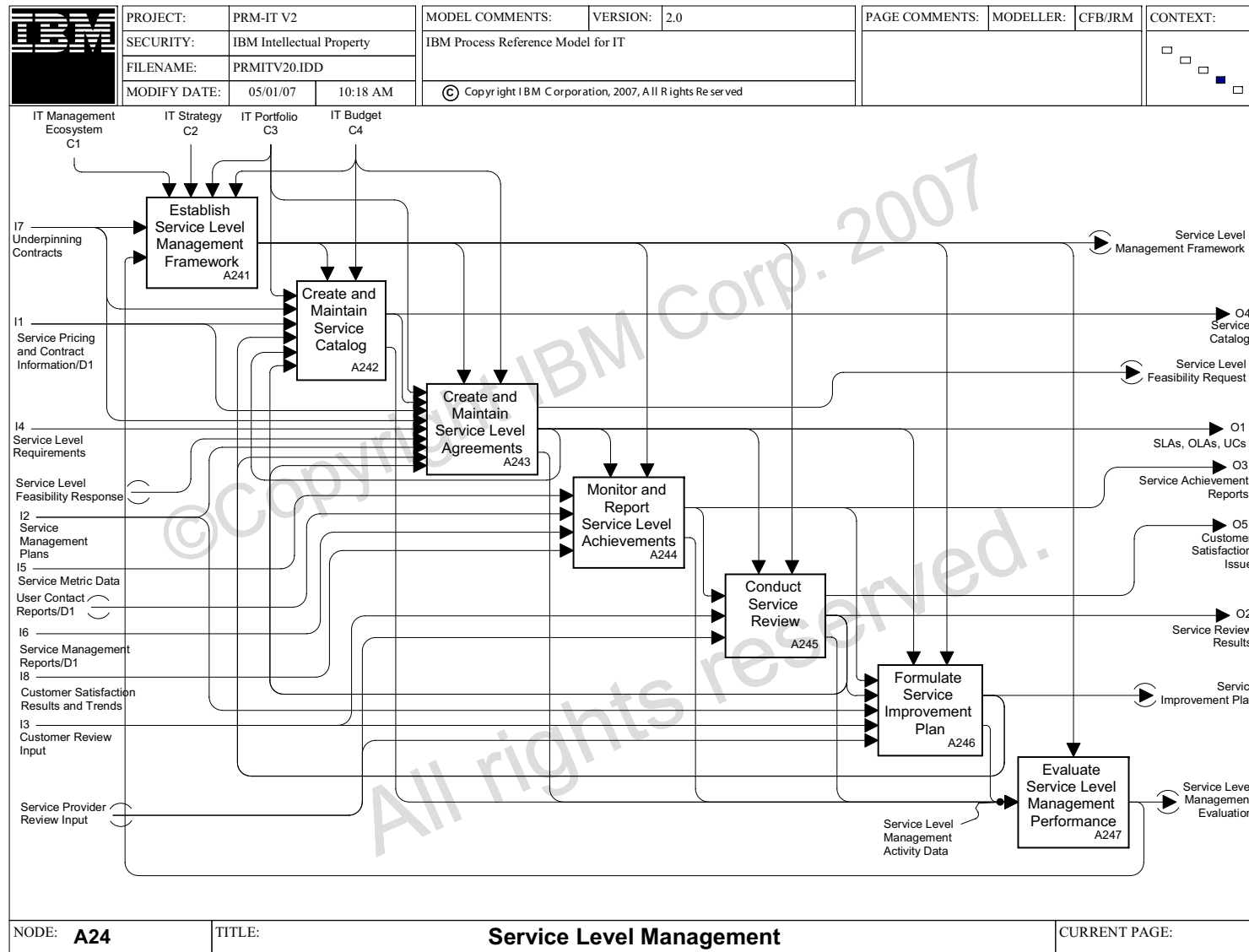
## A22 IT Customer Transformation Management



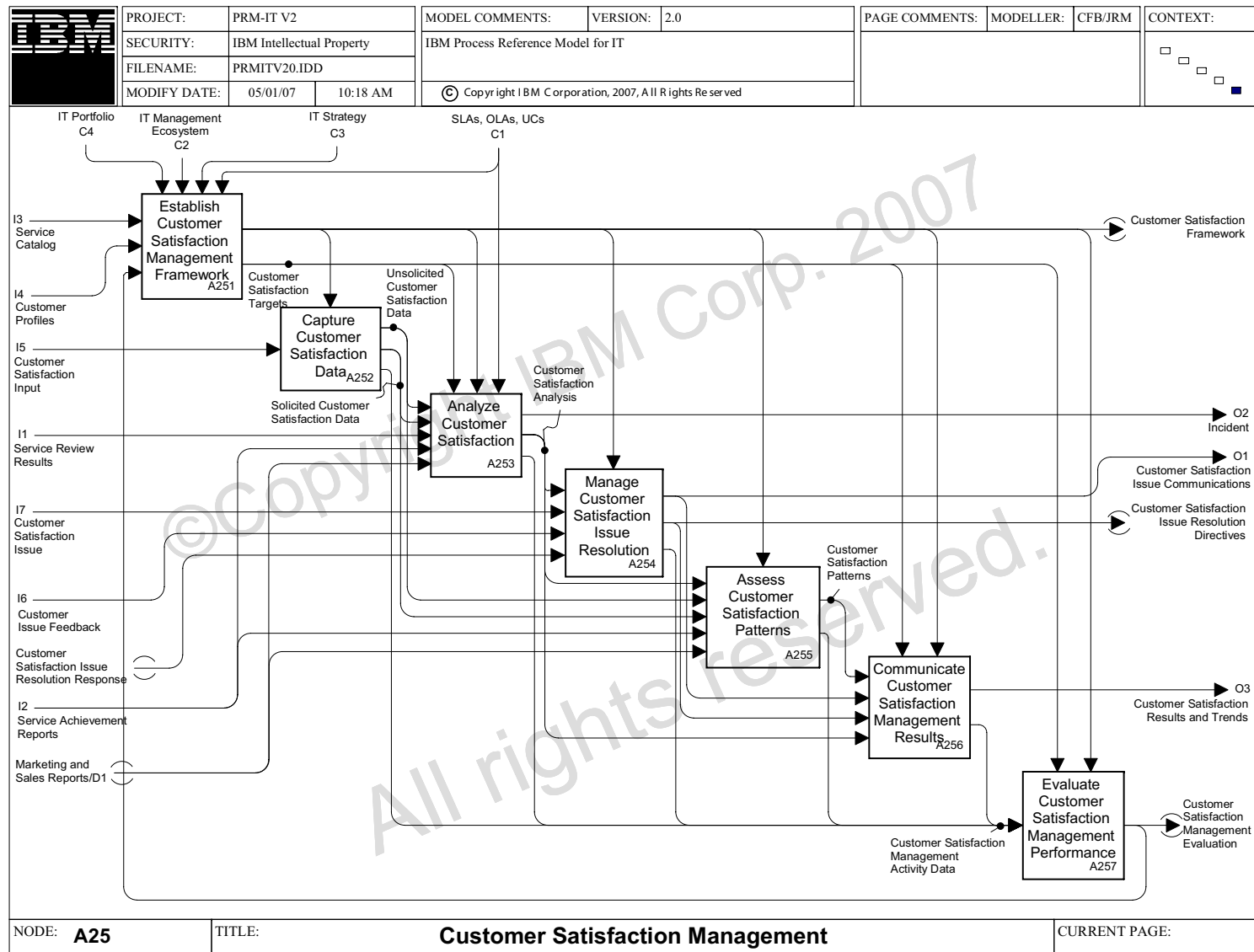
## A23 Service Marketing and Sales



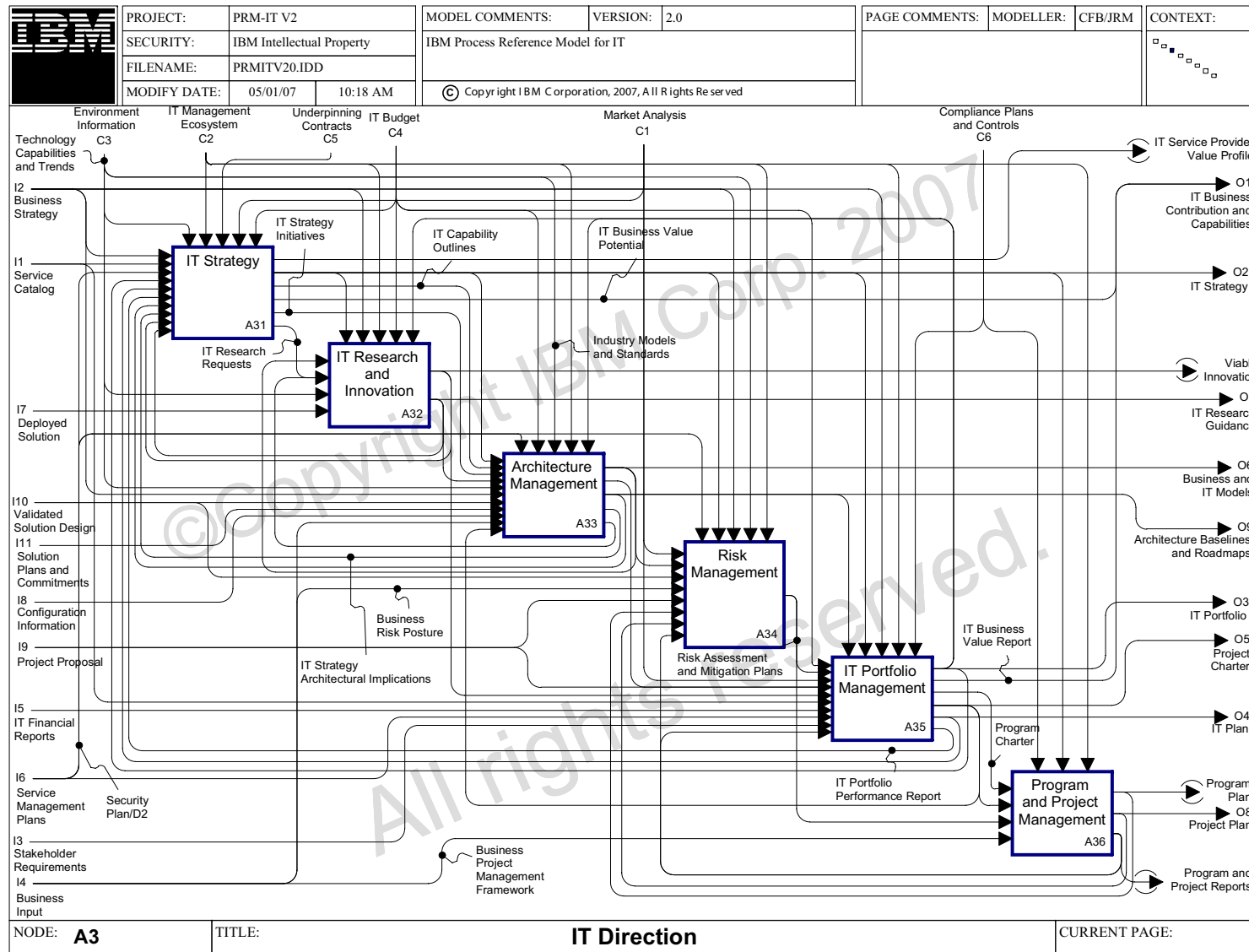
## A24 Service Level Management



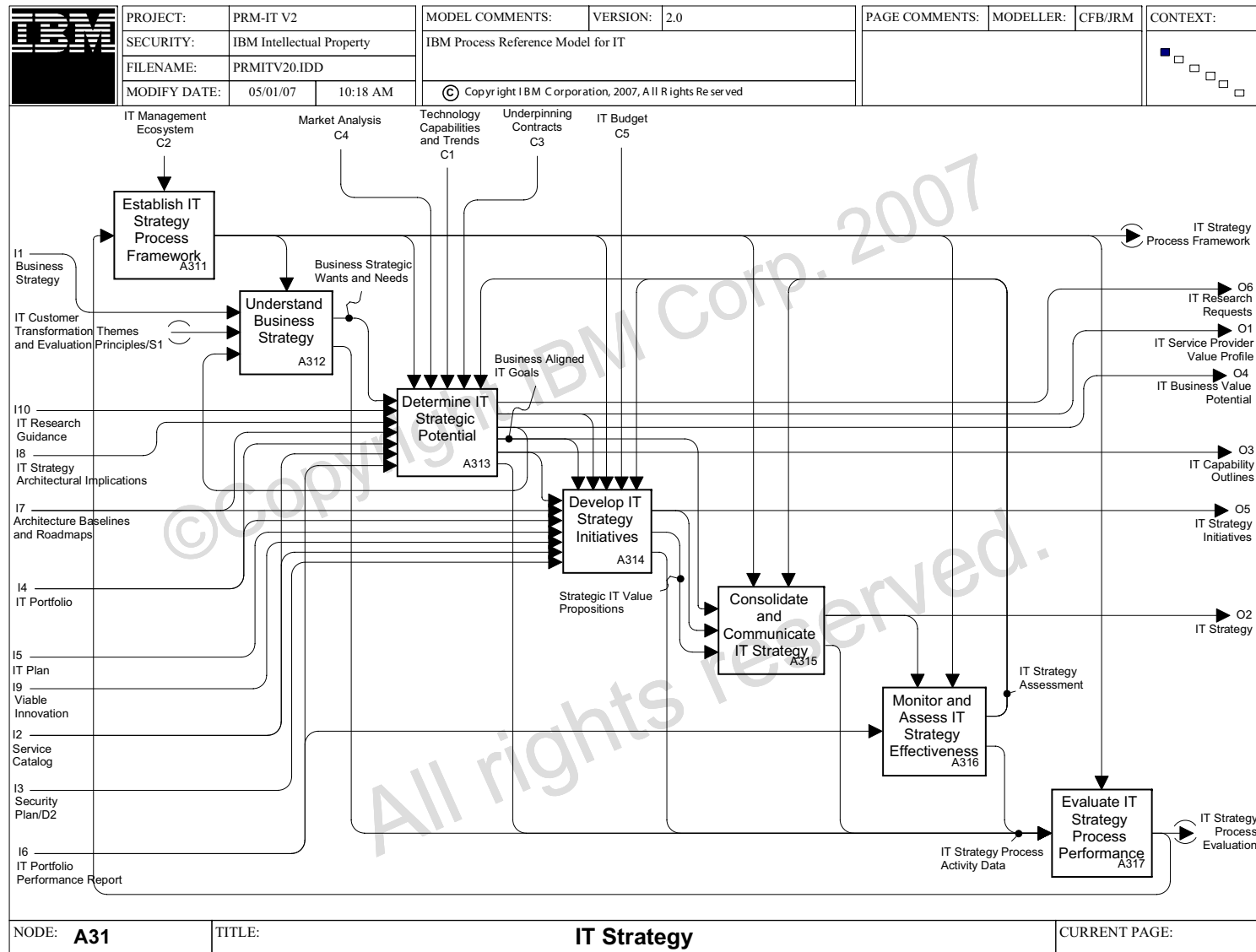
## A25 Customer Satisfaction Management



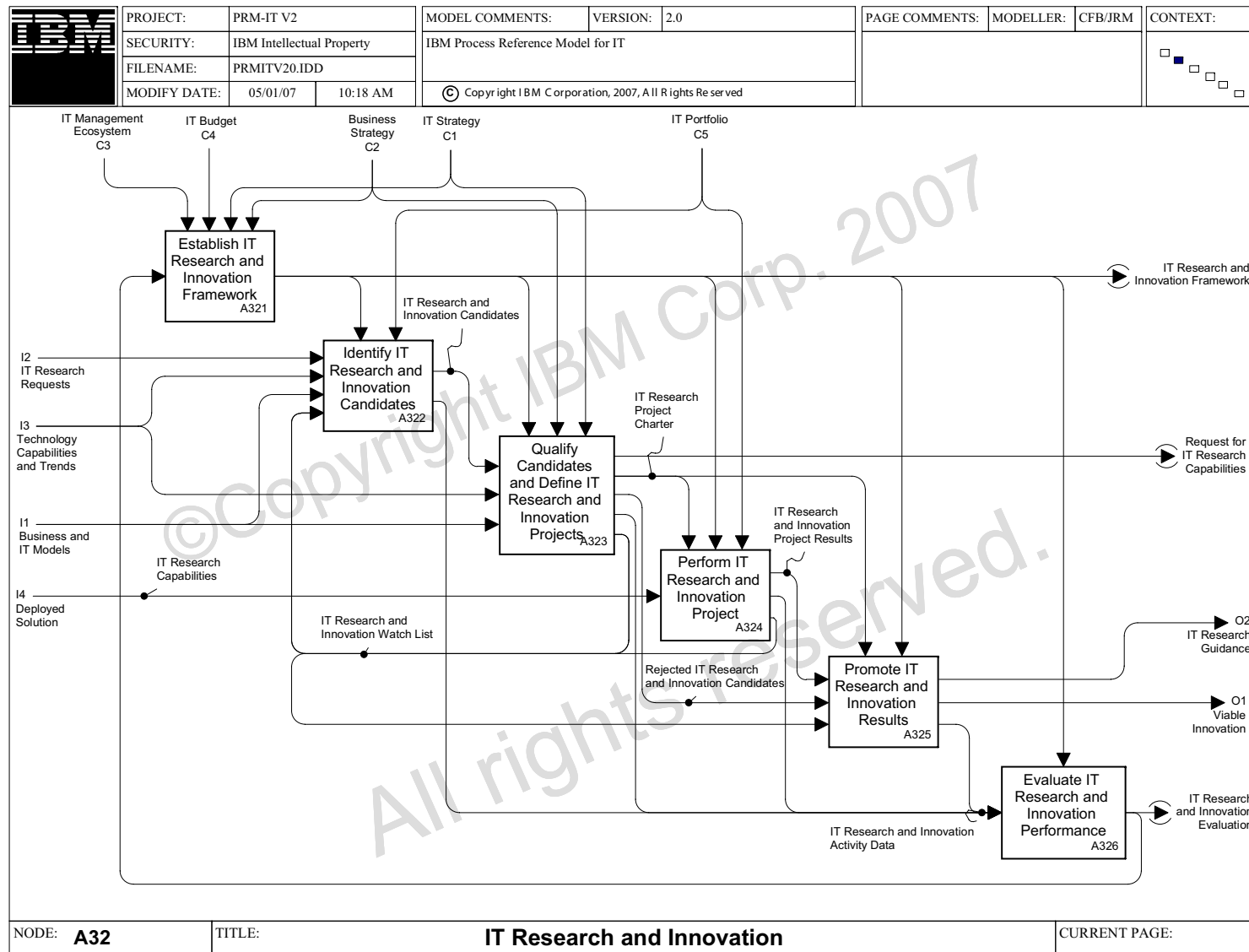
## A30 IT Direction



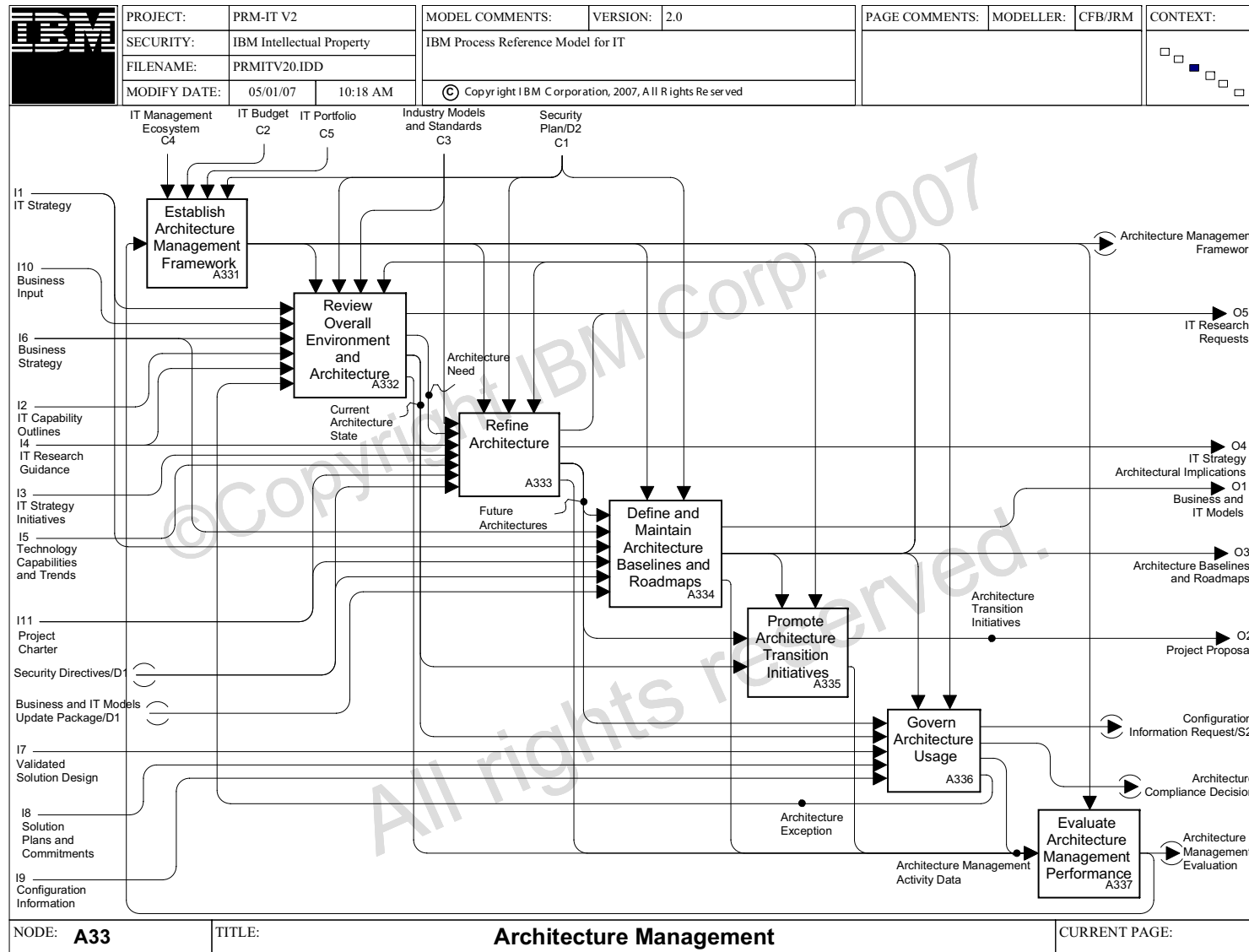
## A31 IT Strategy



## A32 Research and Innovation

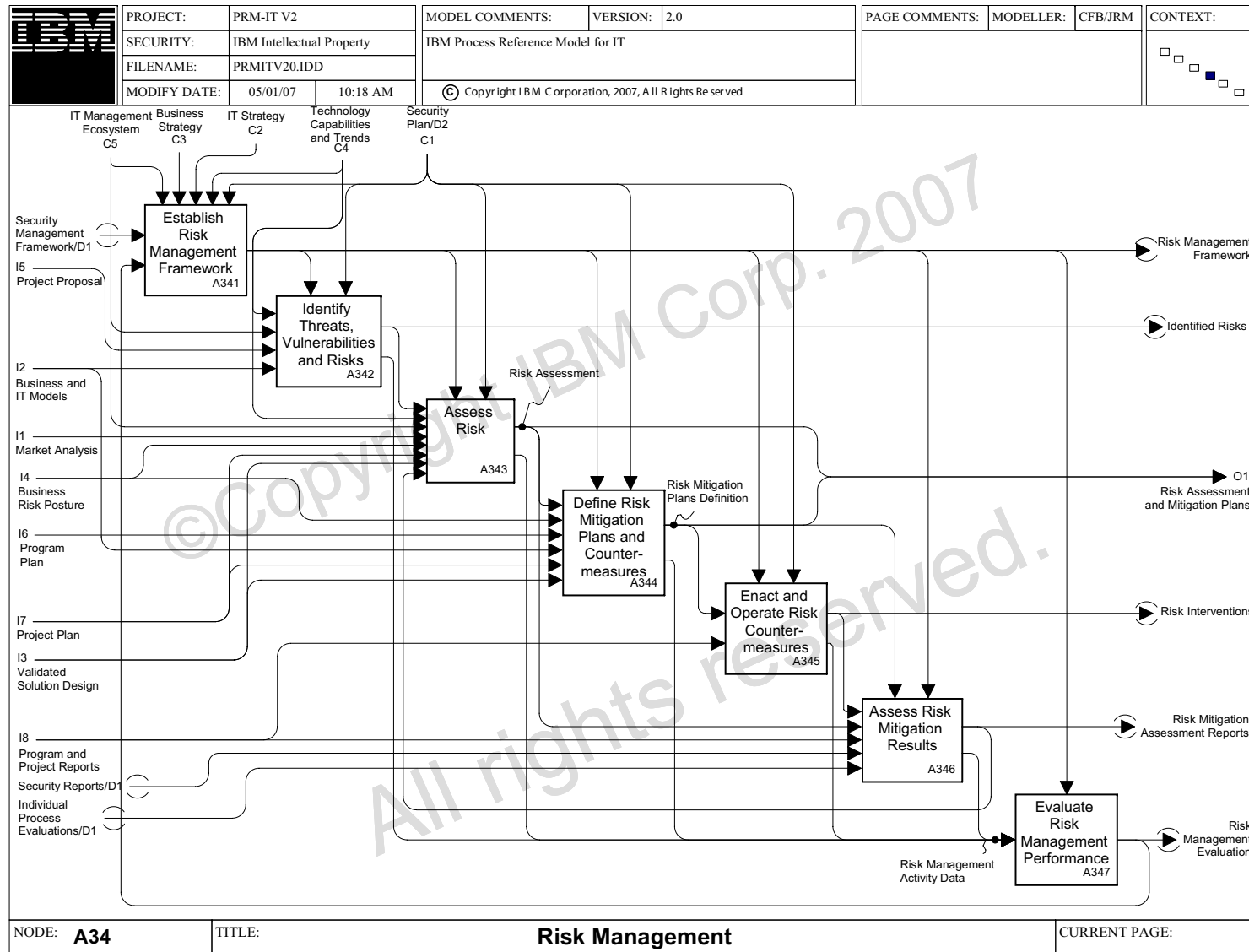


## A33 Architecture Management

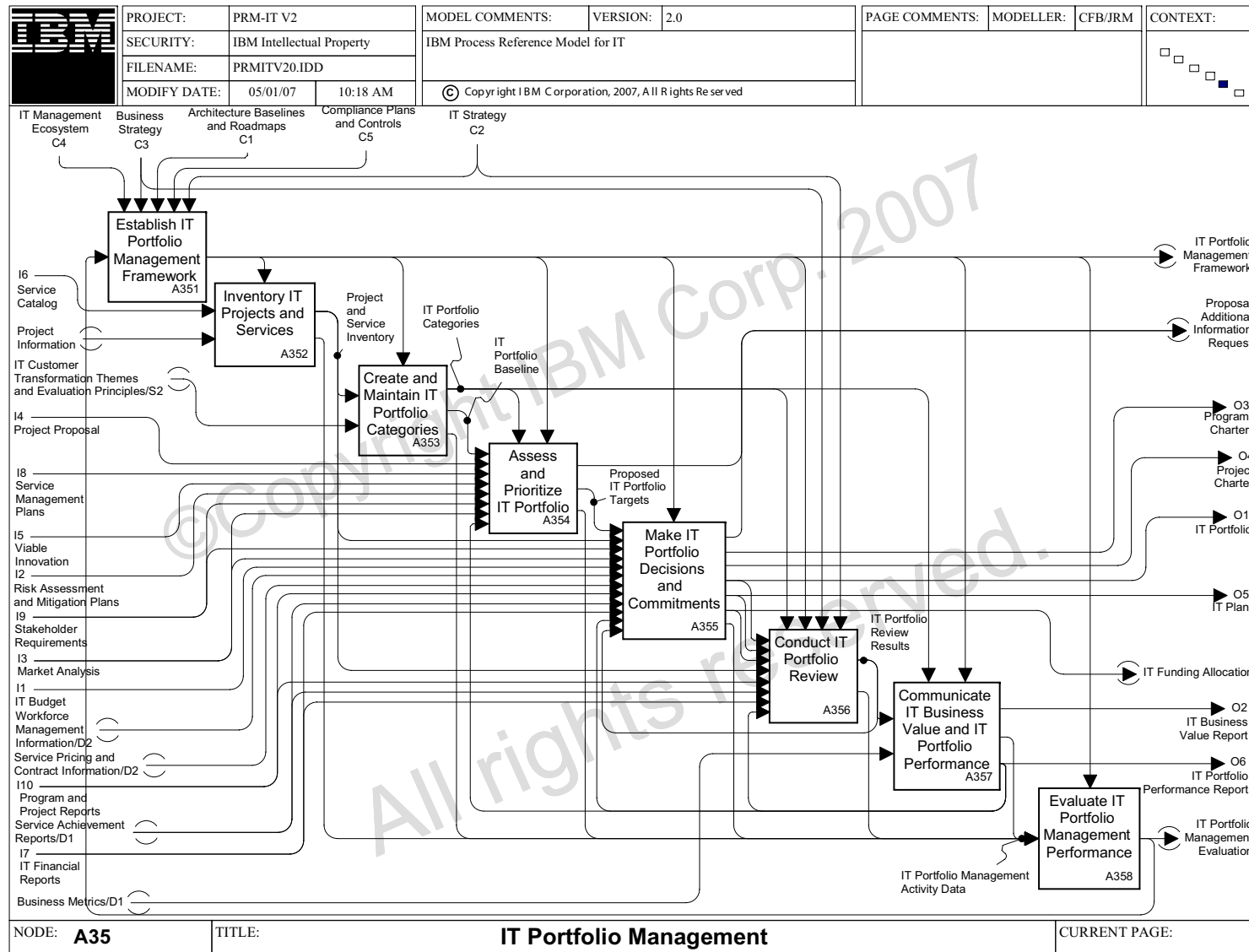




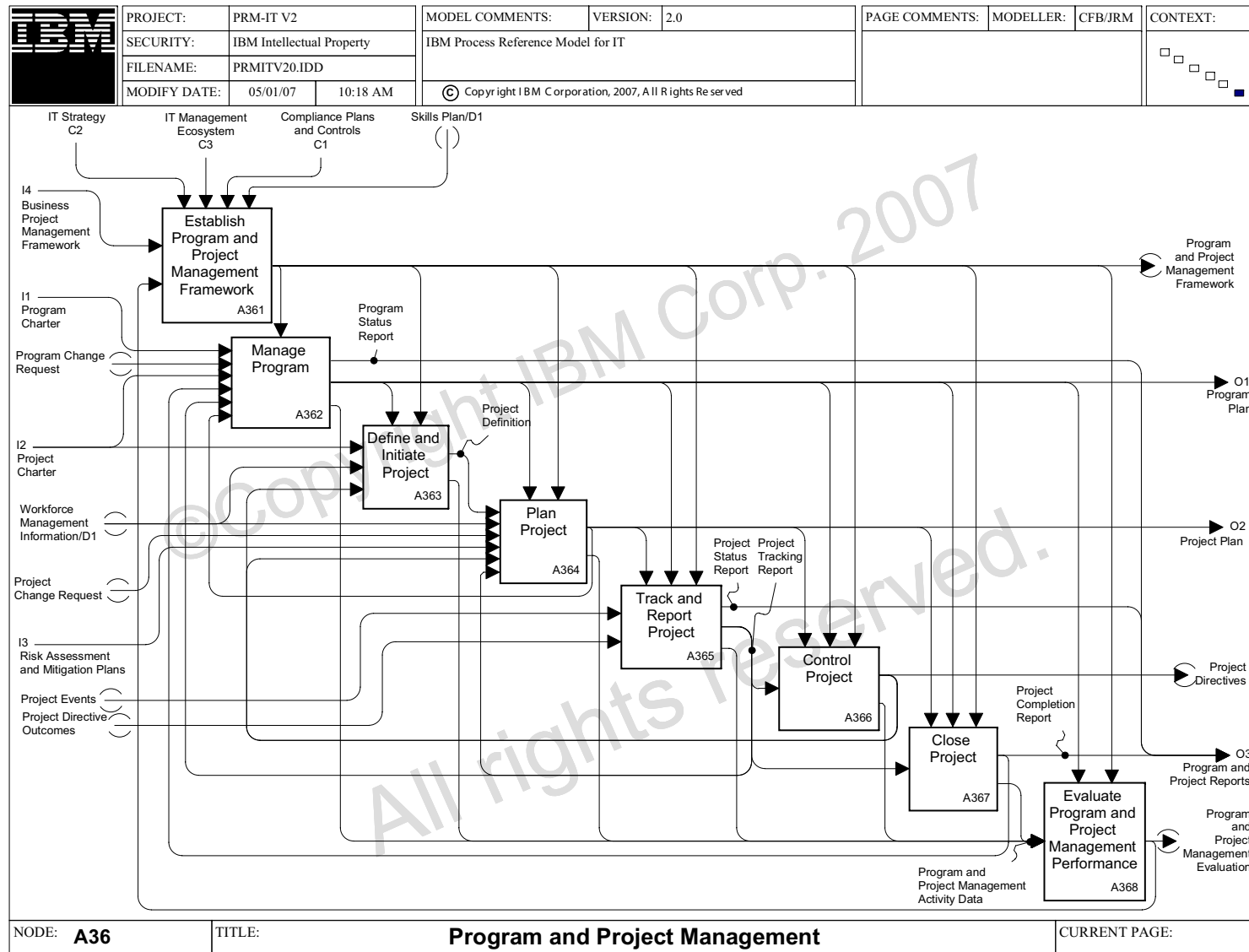
## A34 Risk Management



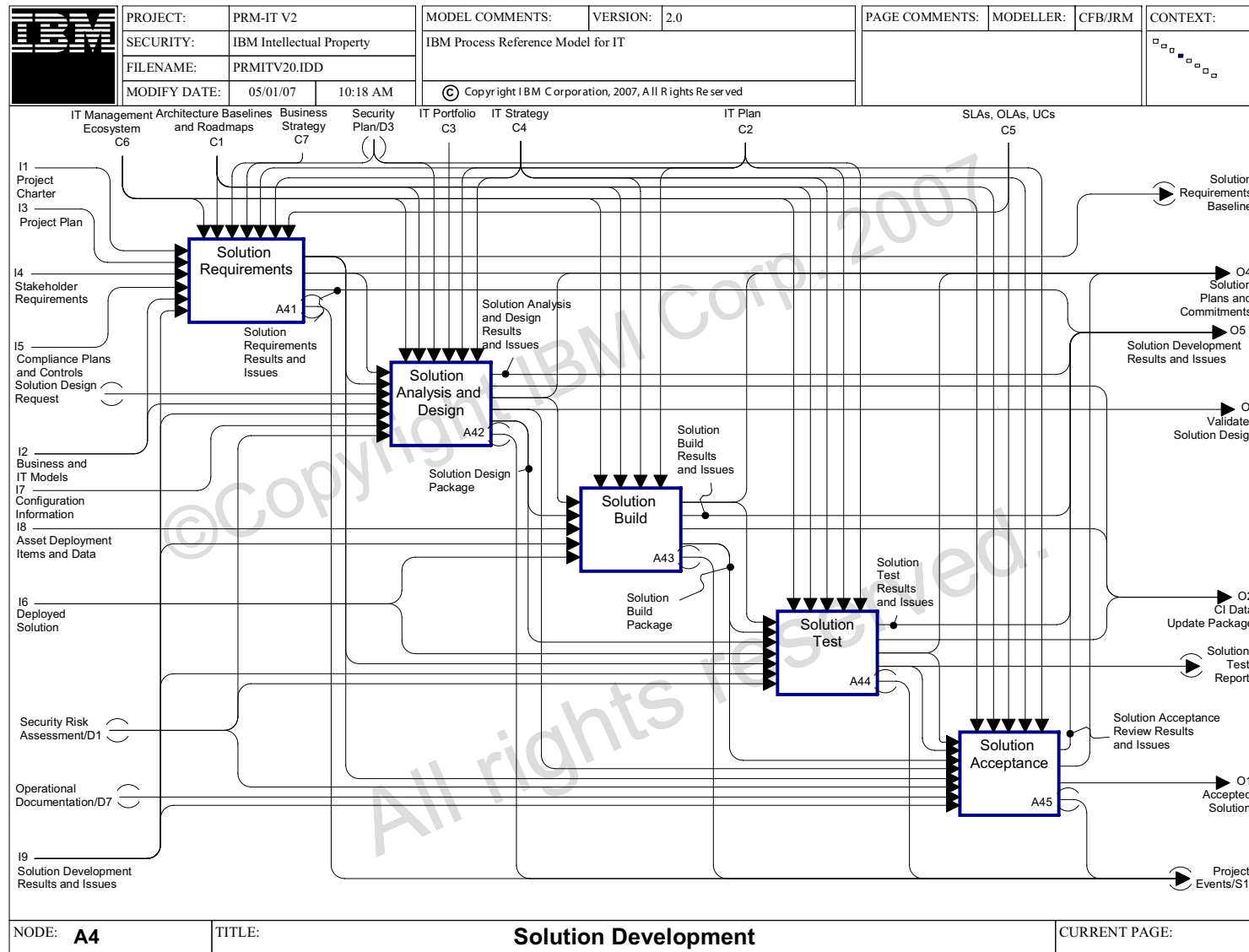
## A35 Portfolio Management



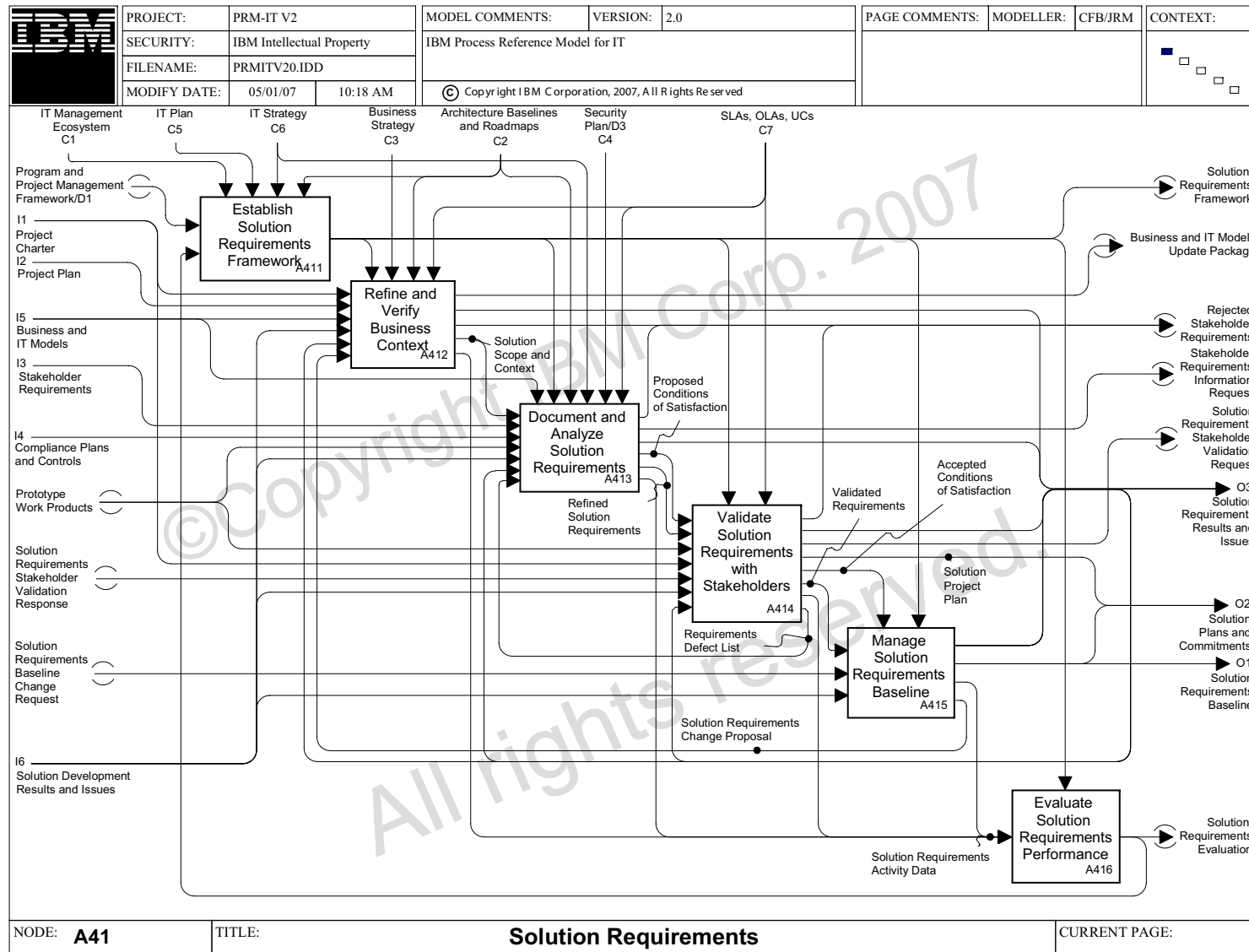
## A36 Program and Project Management



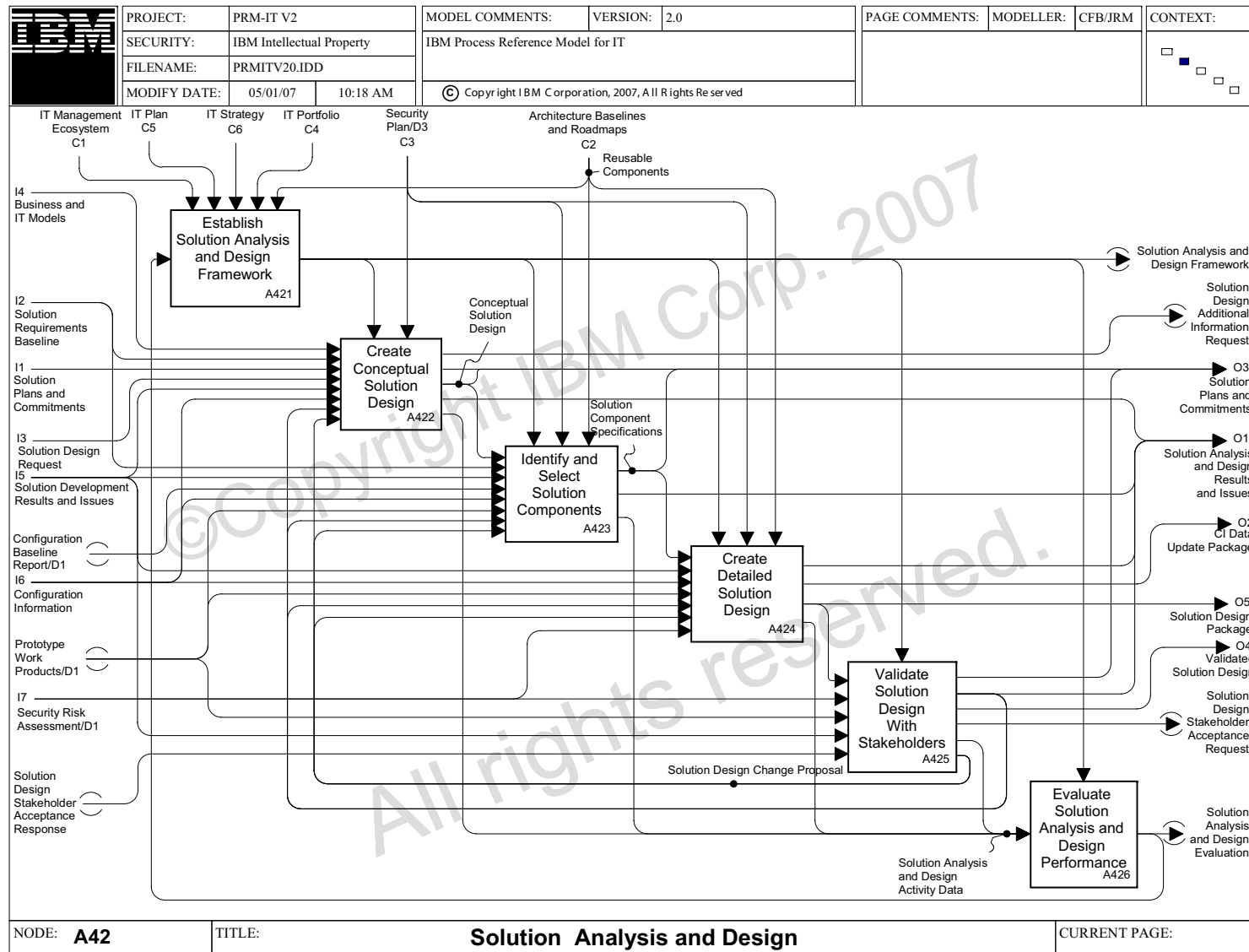
## A4 Solution Development



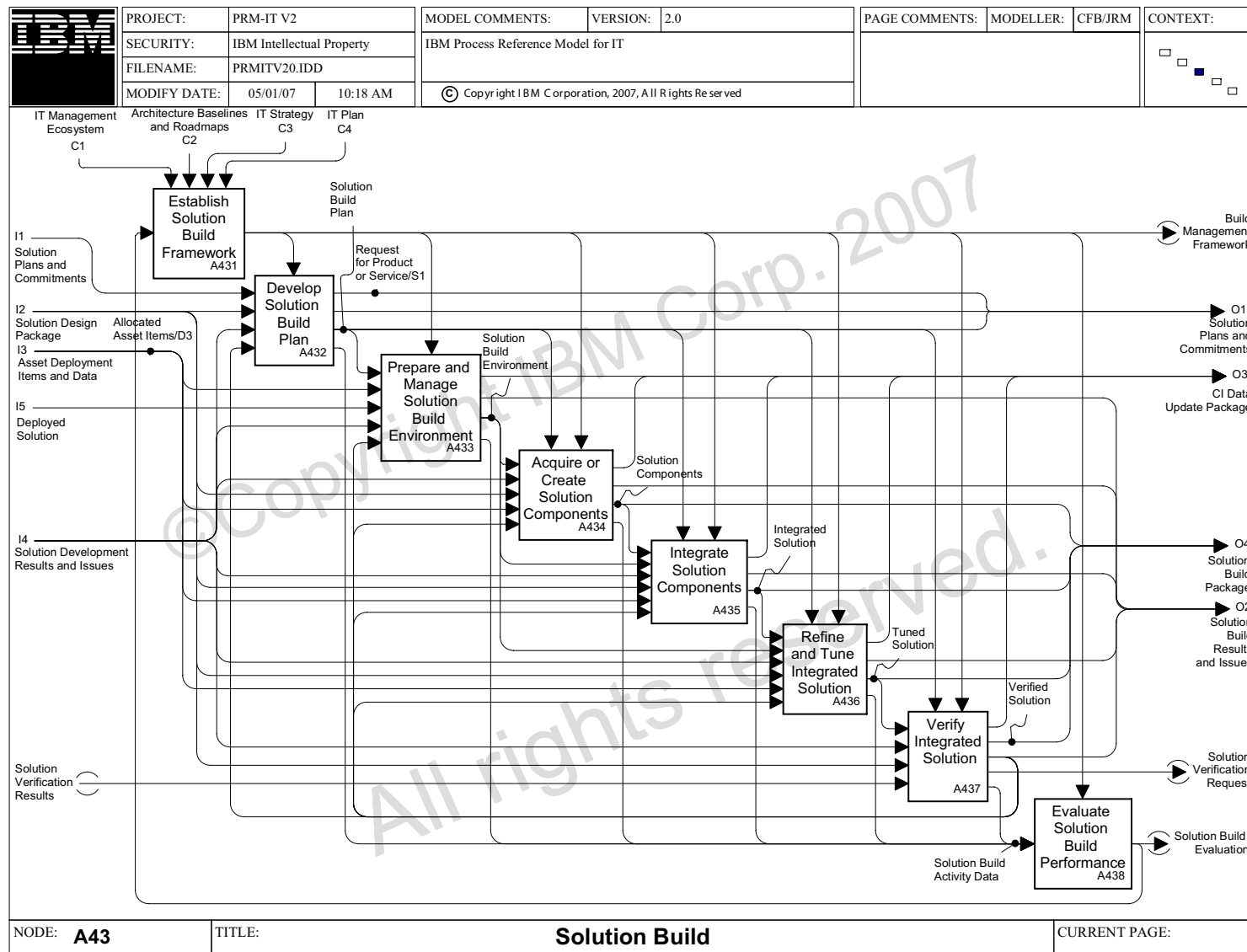
## A41 Solution Requirements



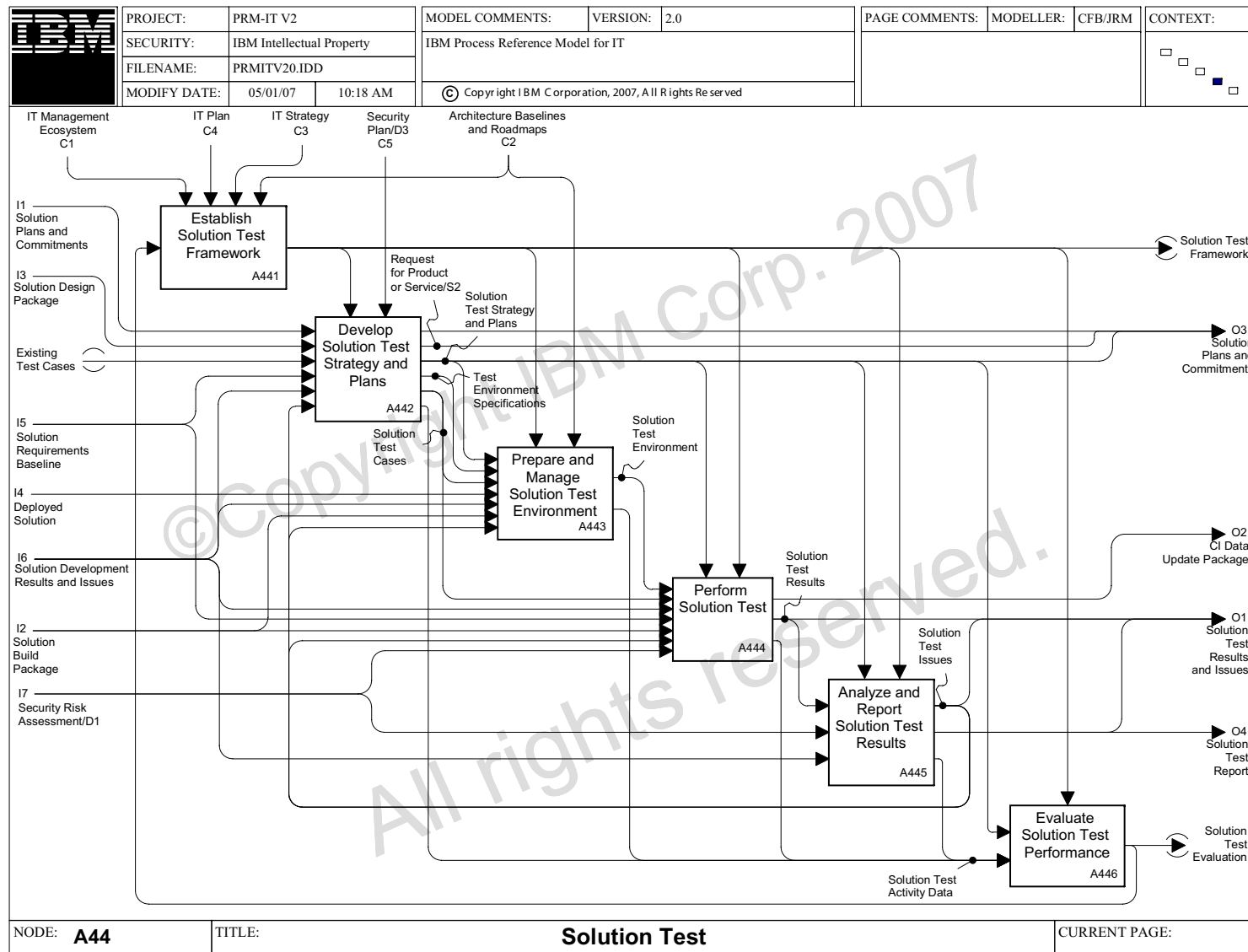
## A42 Solution Analysis and Design



## A43 Solution Build

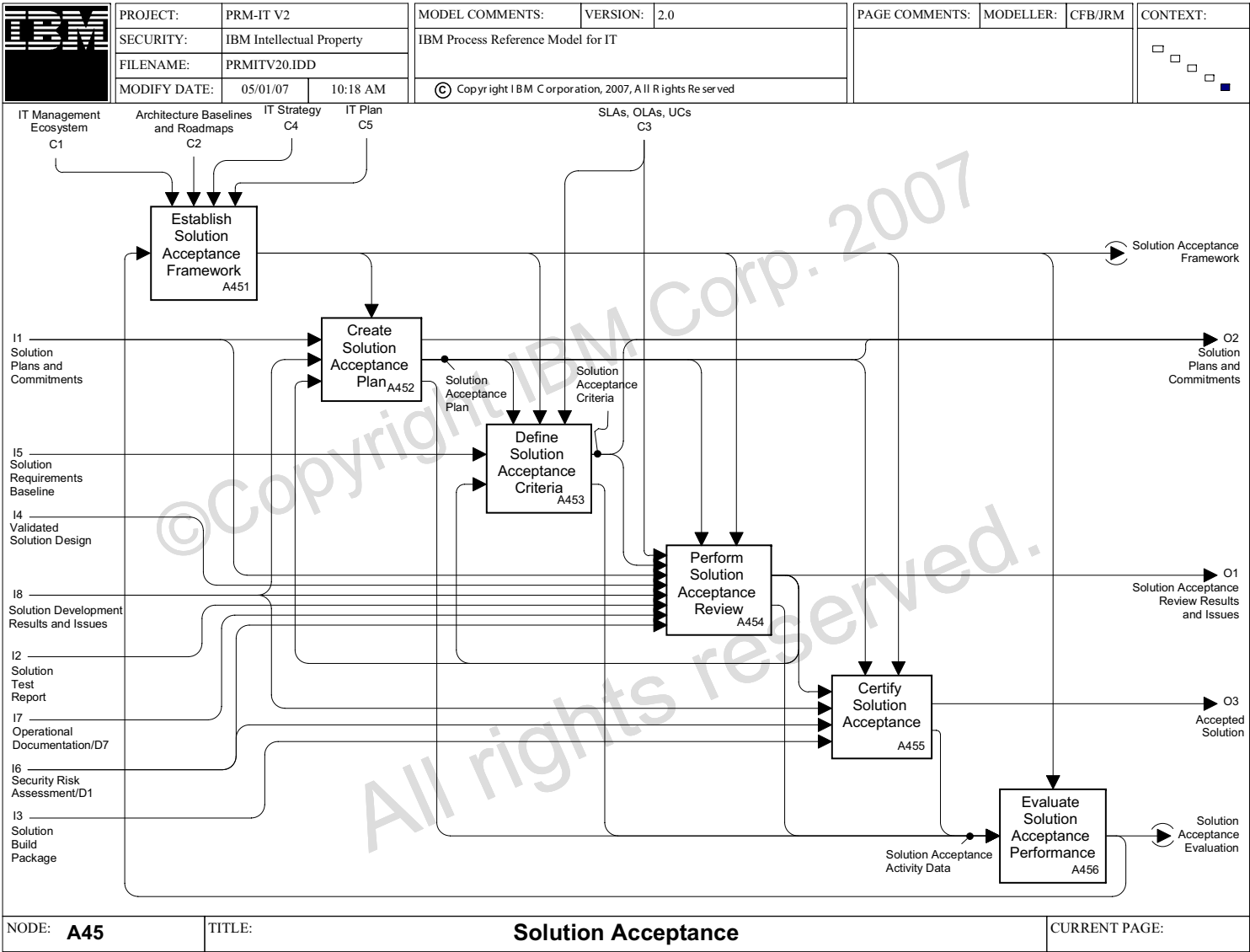


## A44 Solution Test

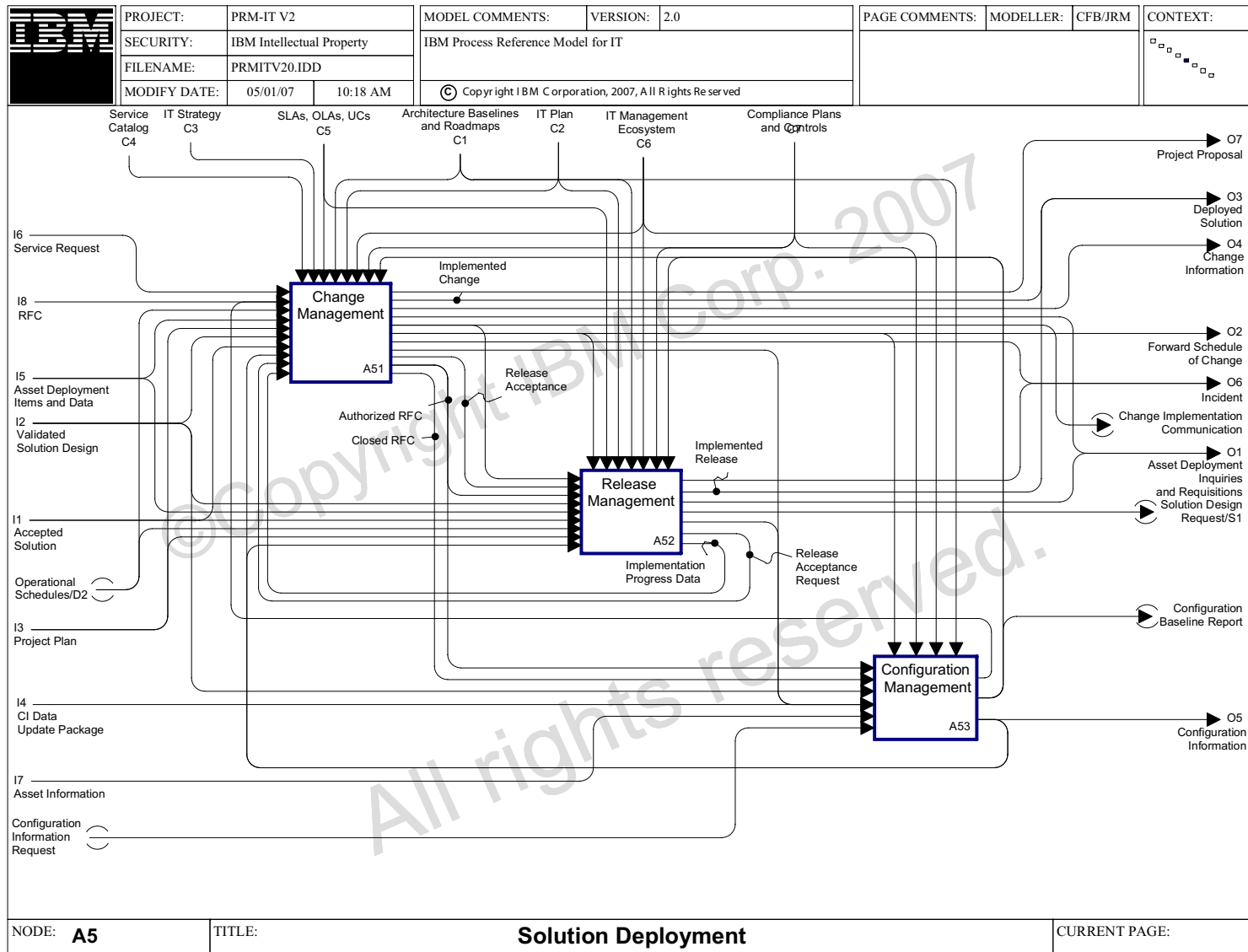




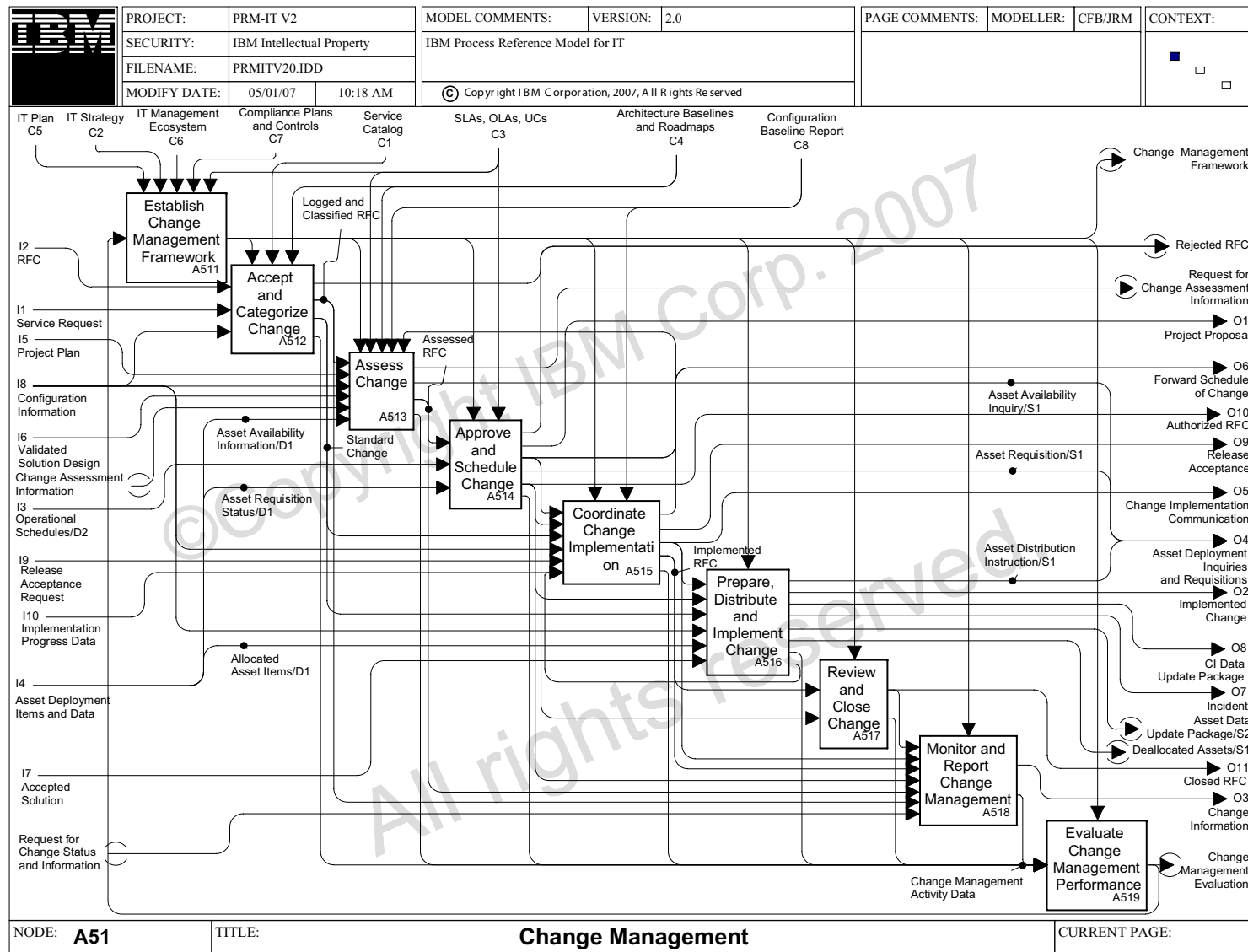
A45 Solution Acceptance



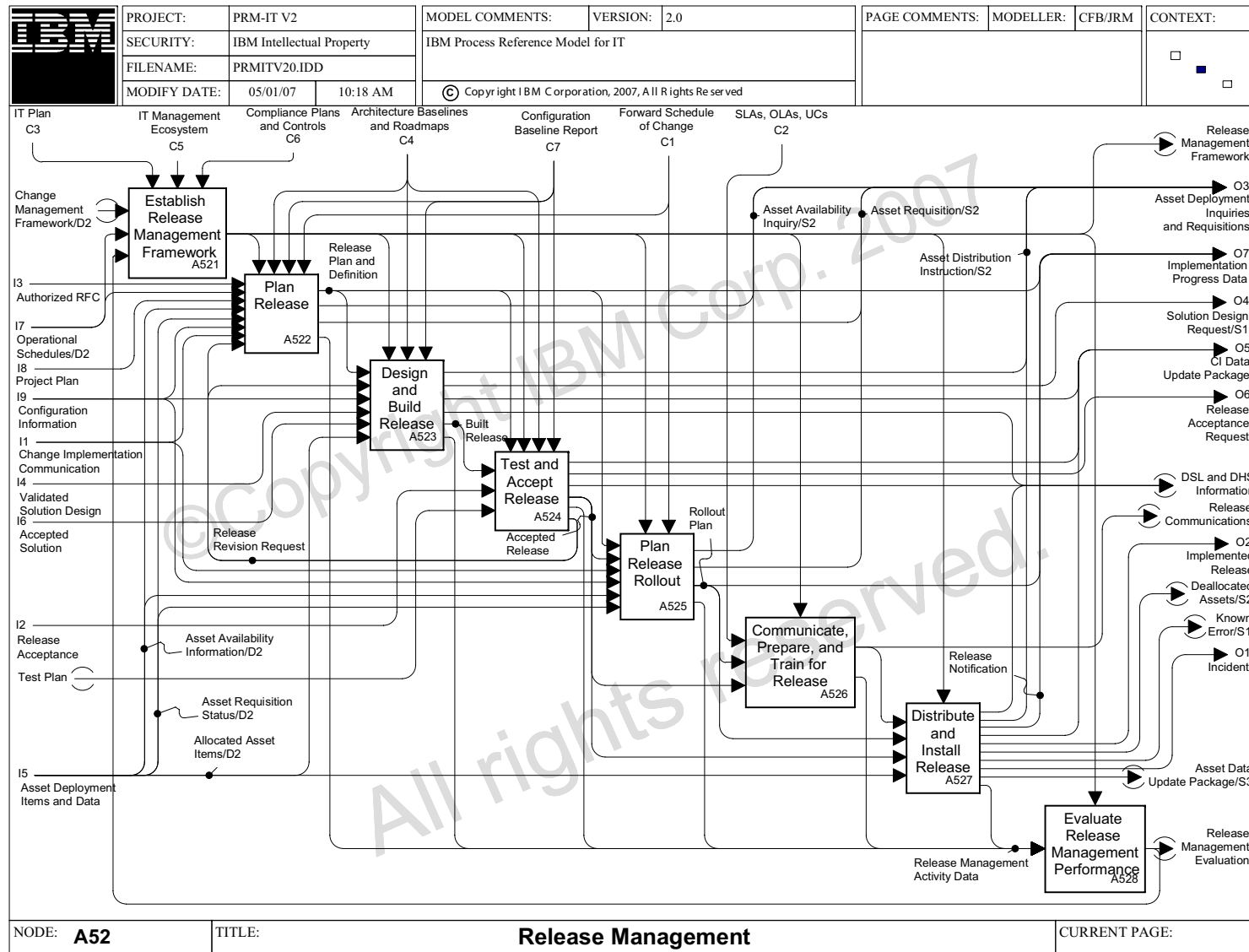
## A5 Solution Deployment



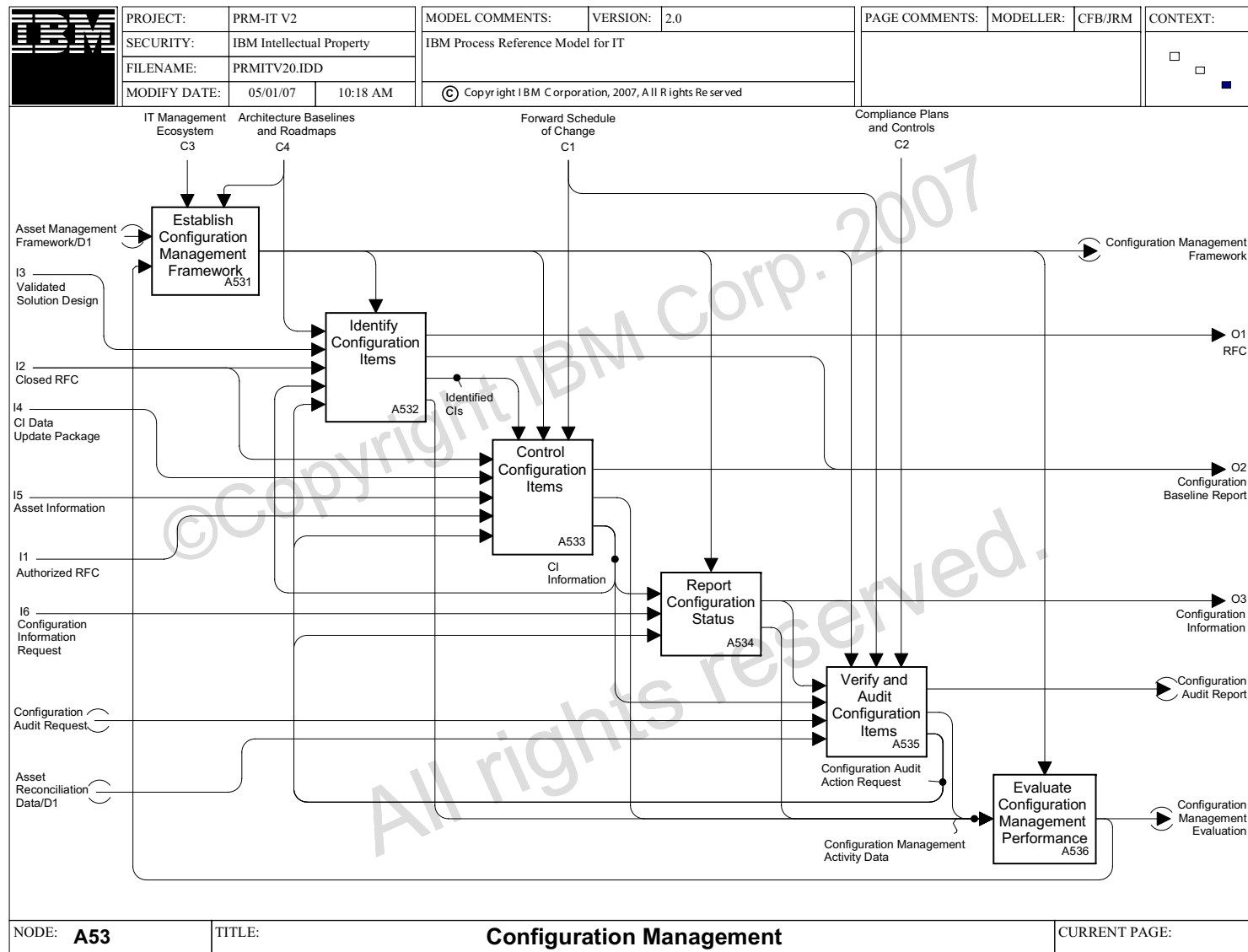
## A51 Change Management



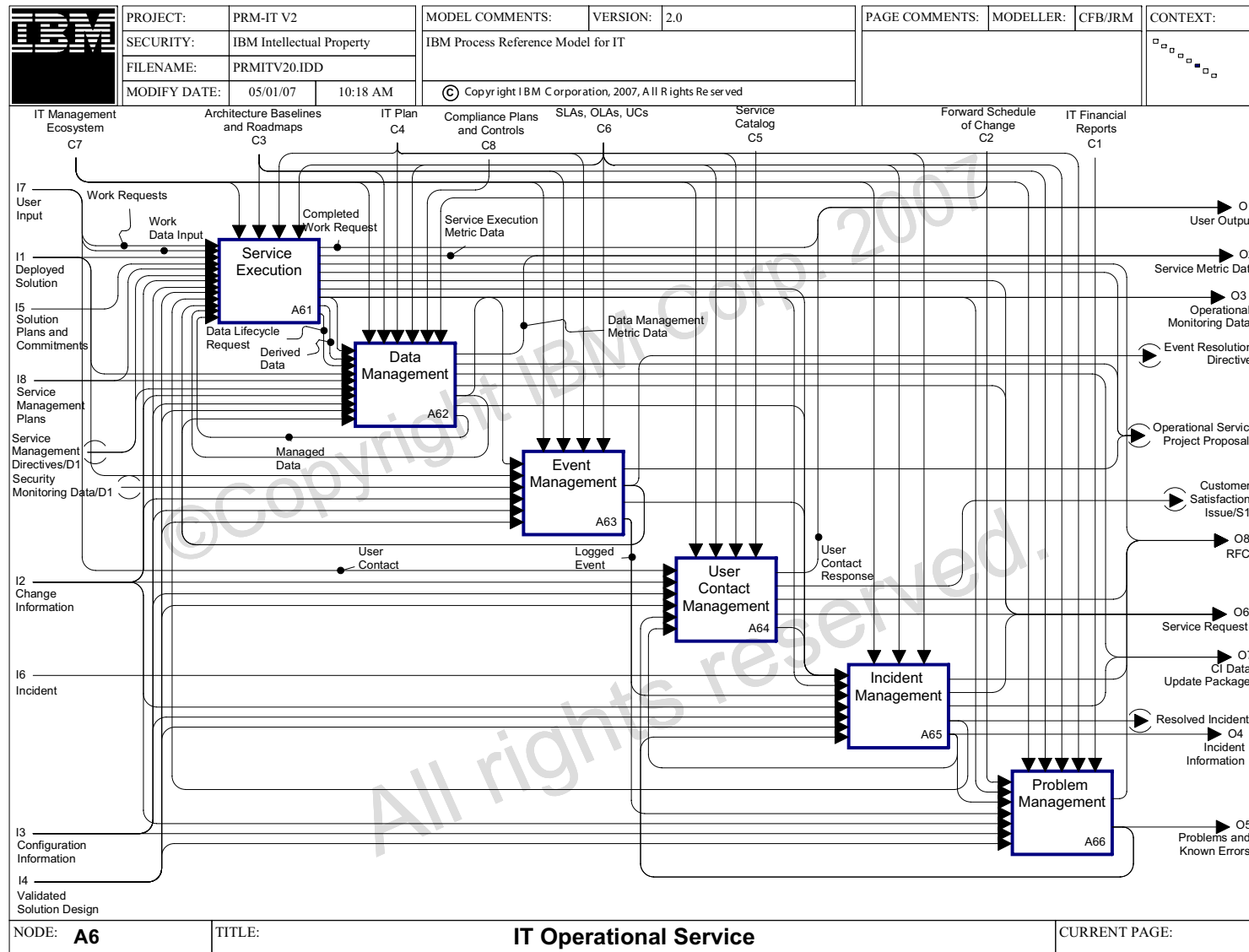
## A52 Release Management



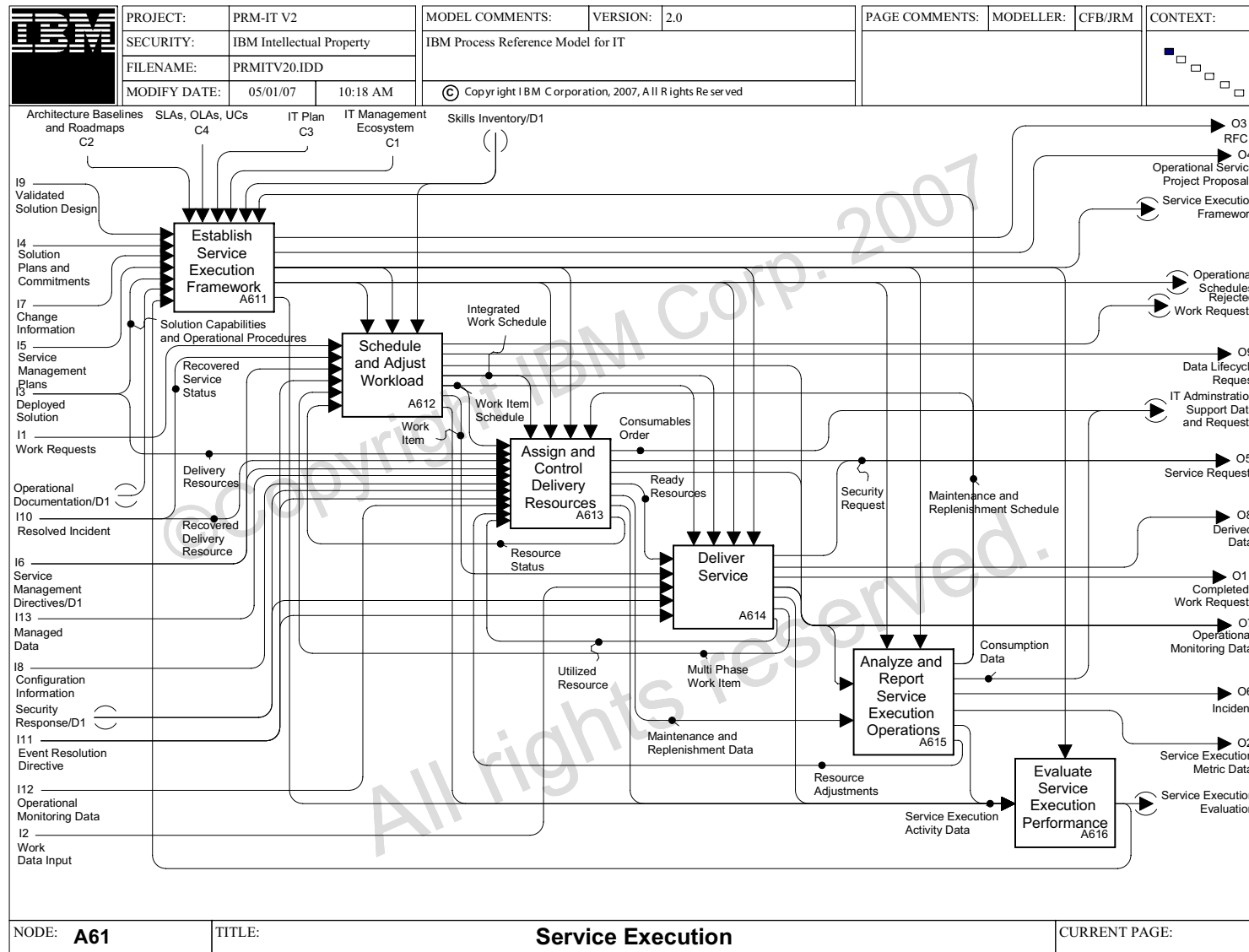
## A53 Configuration Management



## A6 IT Operational Service



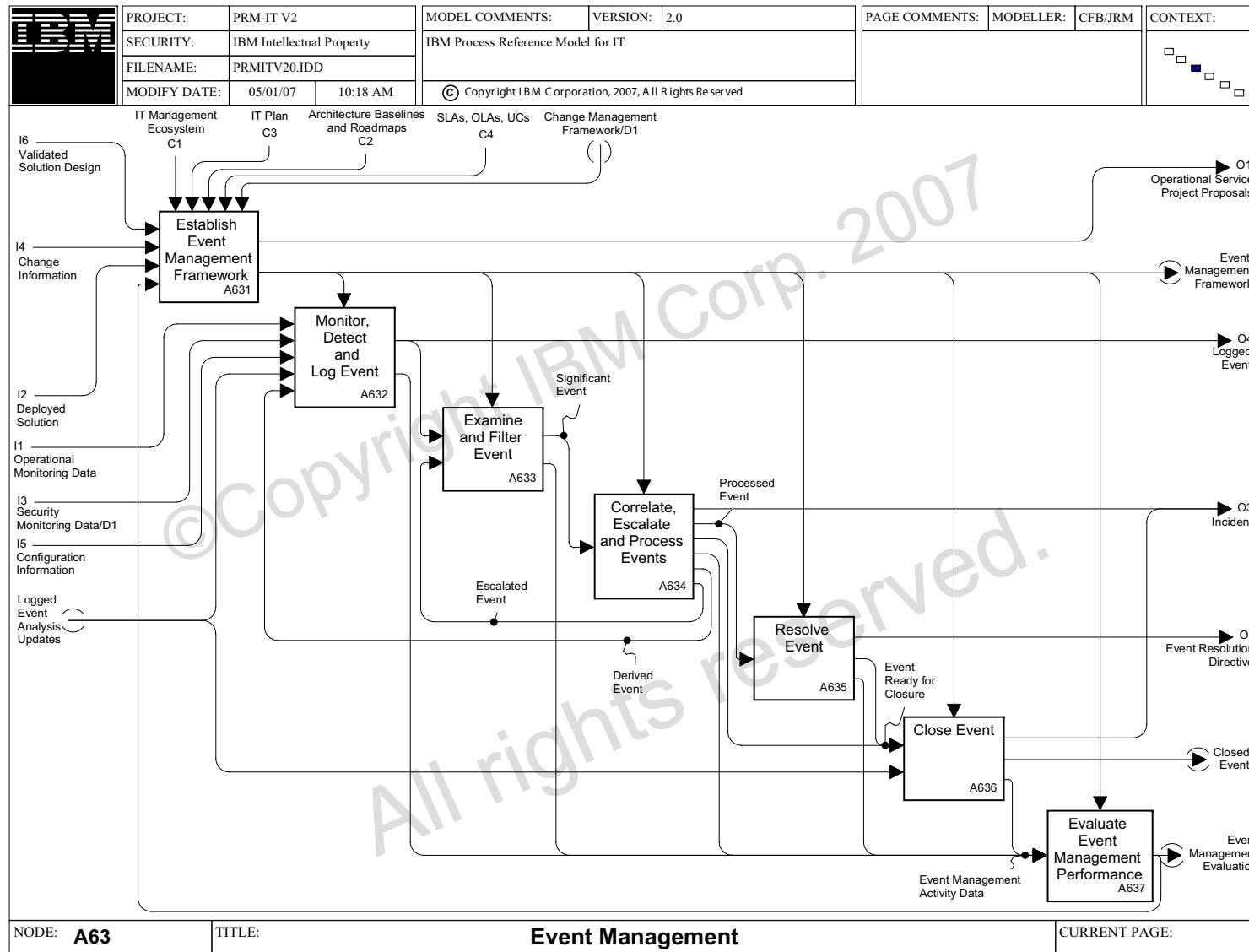
## A61 Service Execution



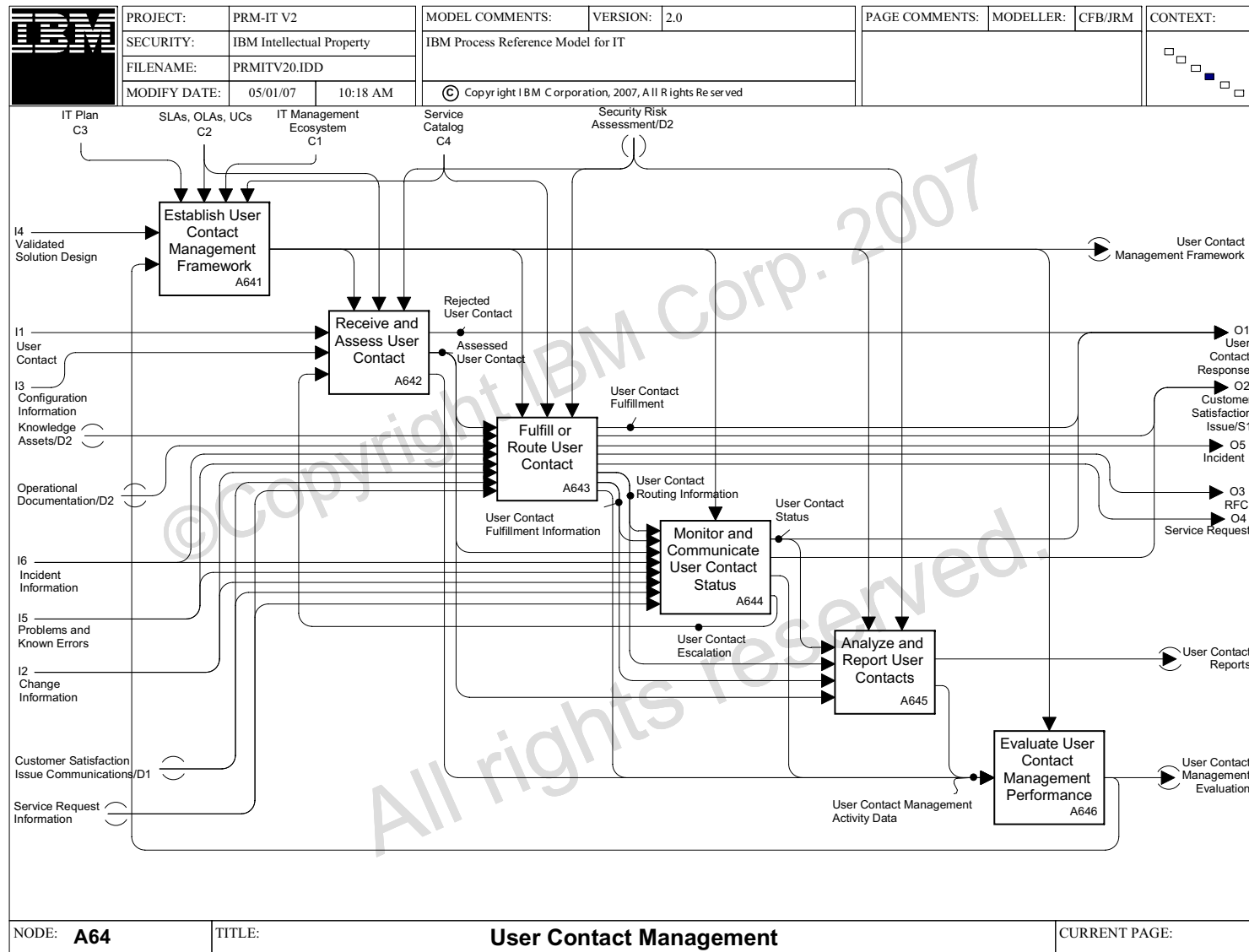




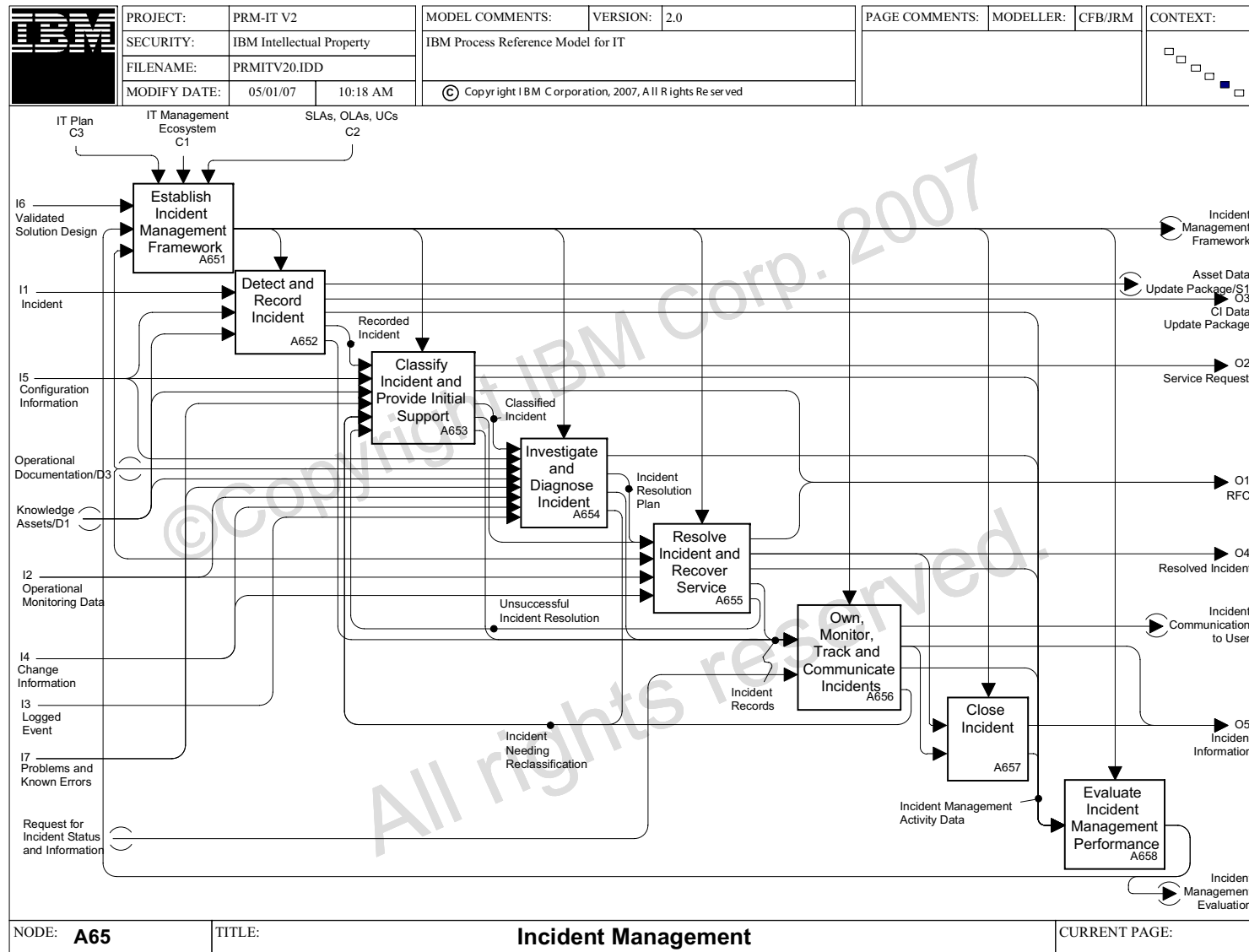
## A63 Event Management



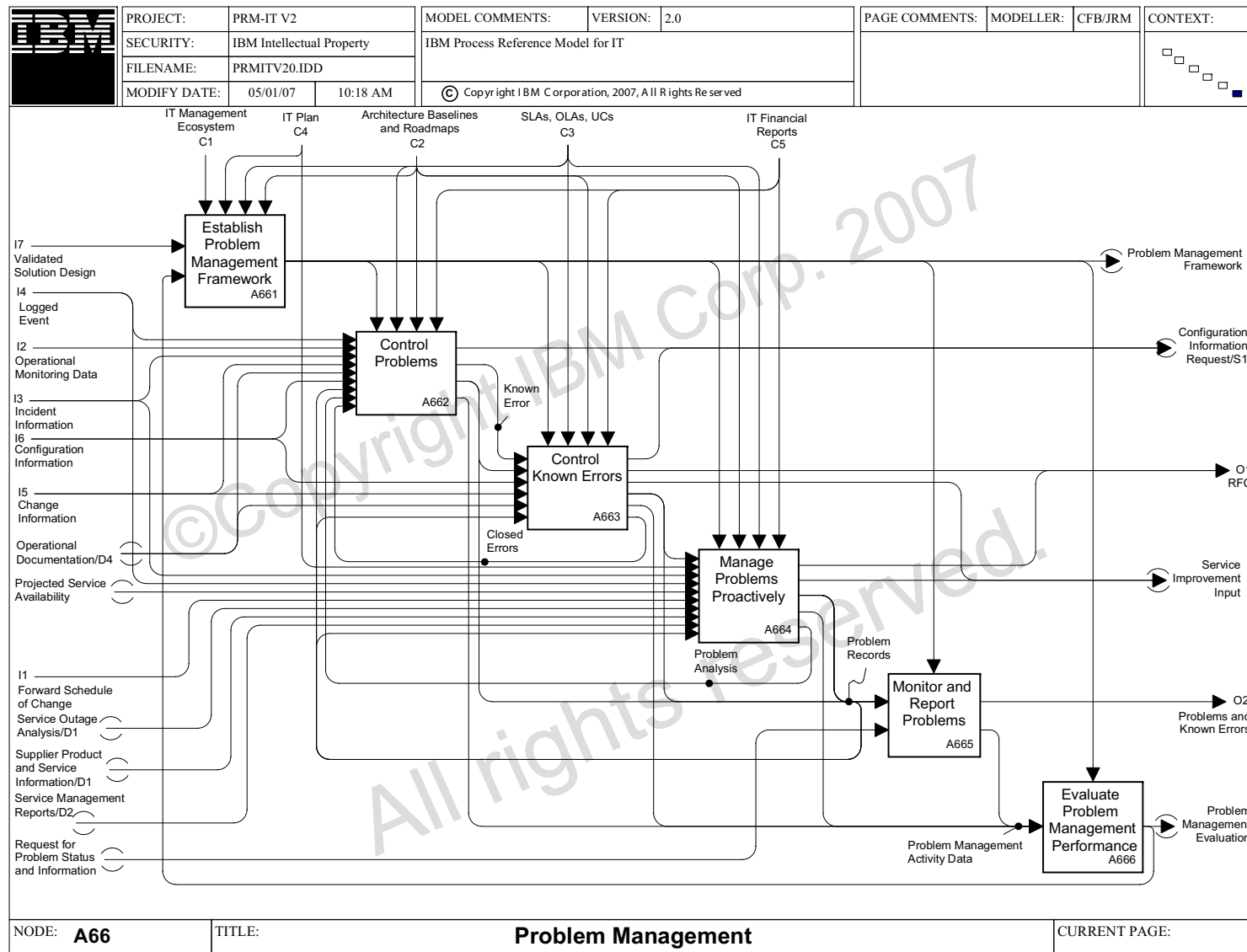
## A64 User Contact Management



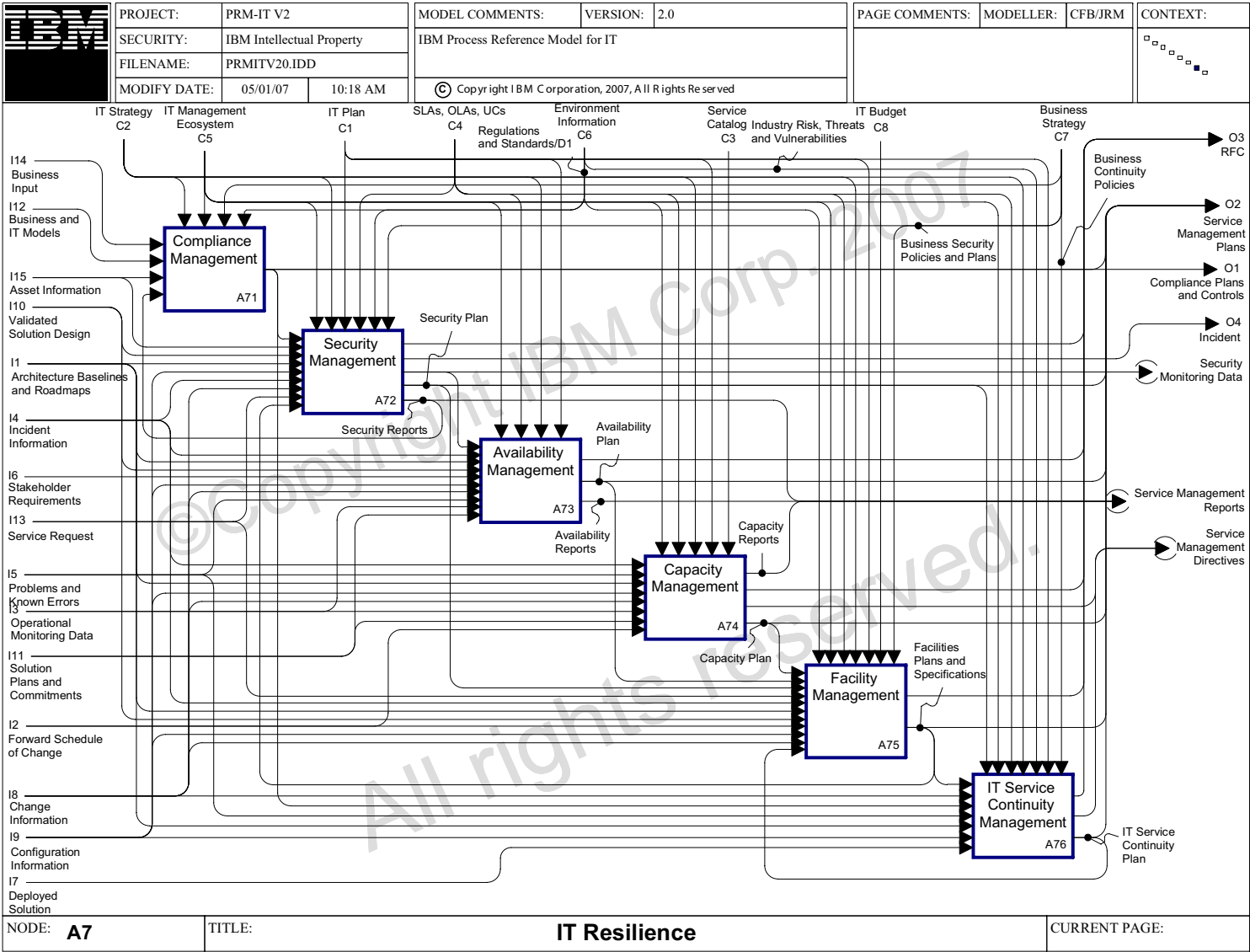
## A65 Incident Management



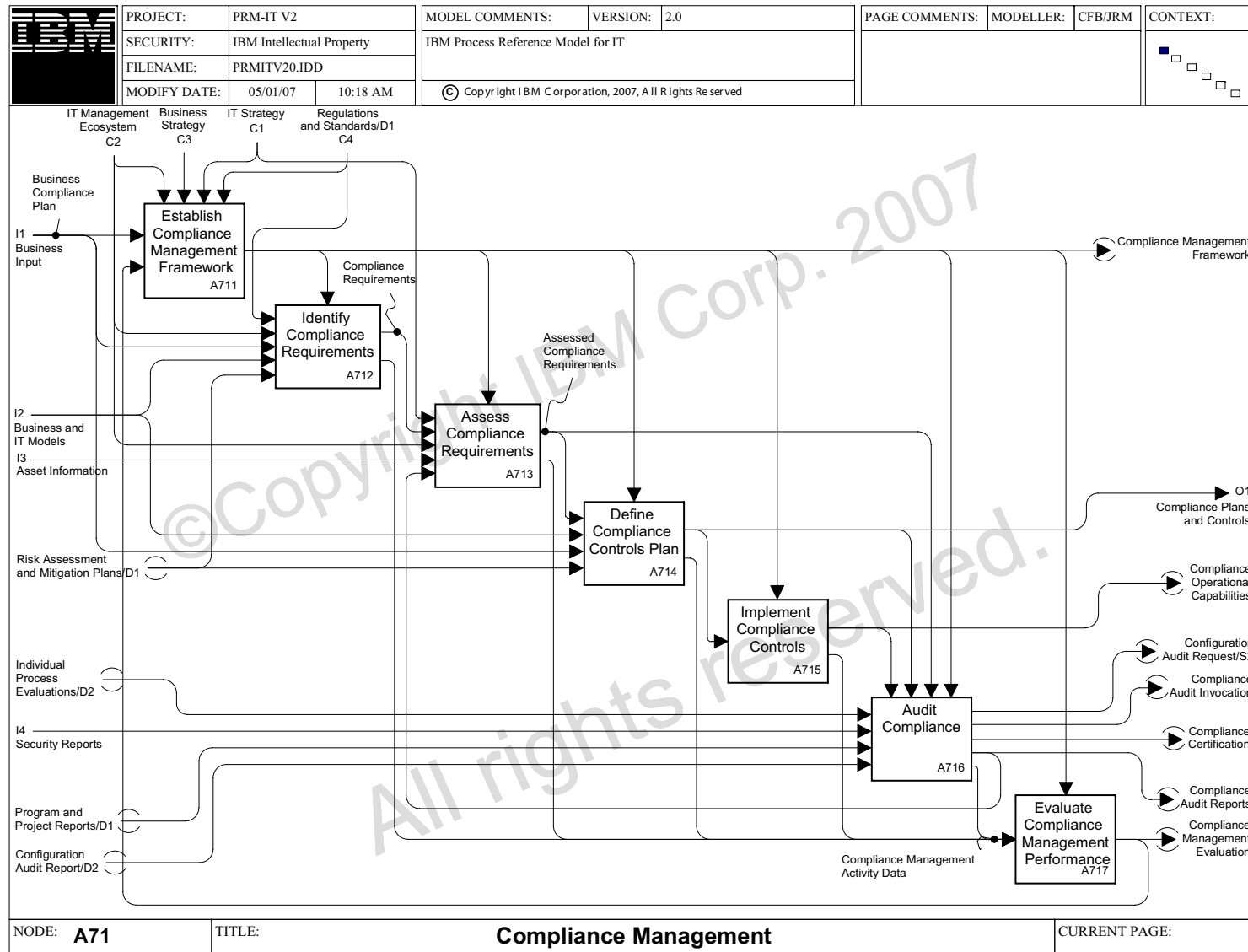
## A66 Problem Management



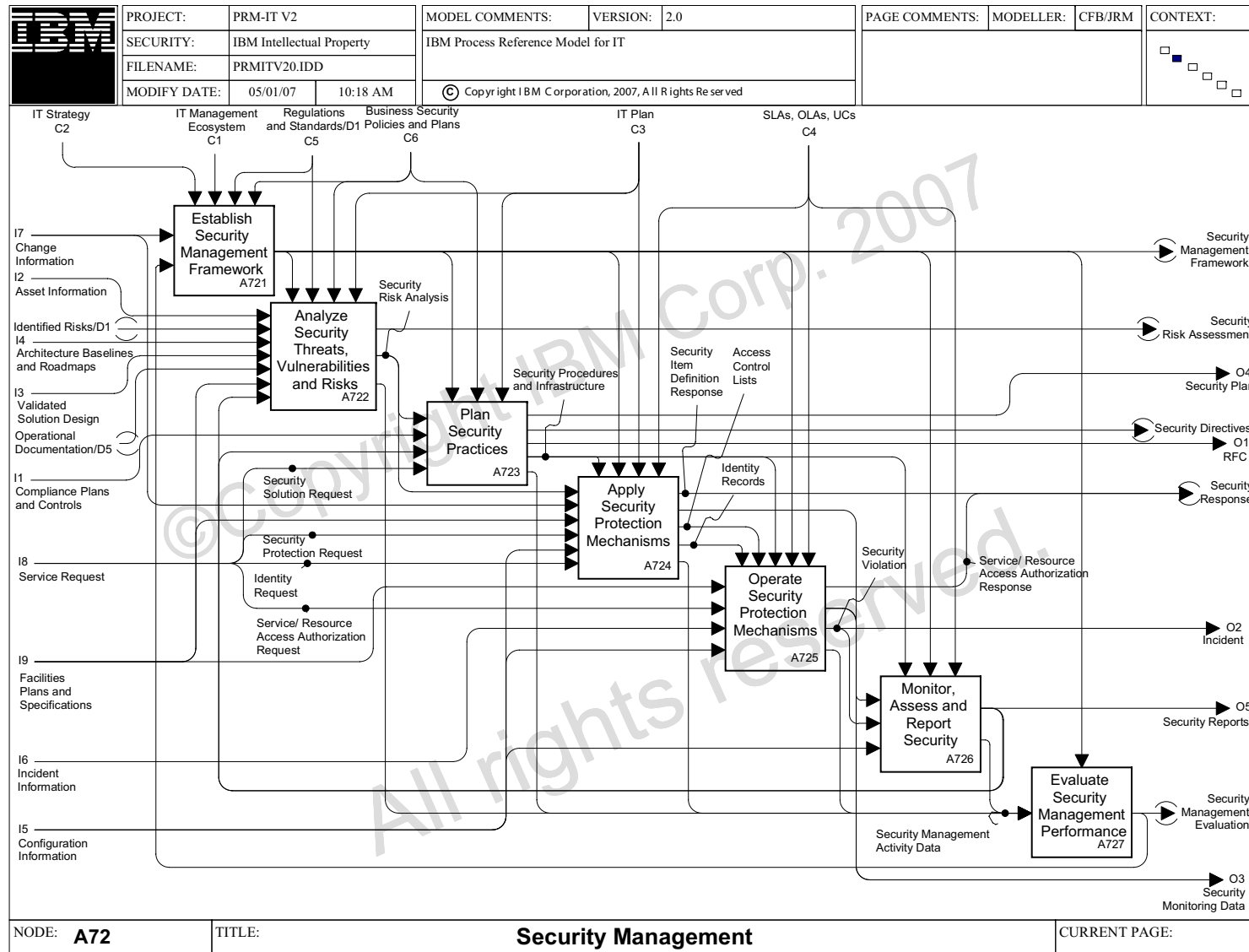
A7 IT Resilience



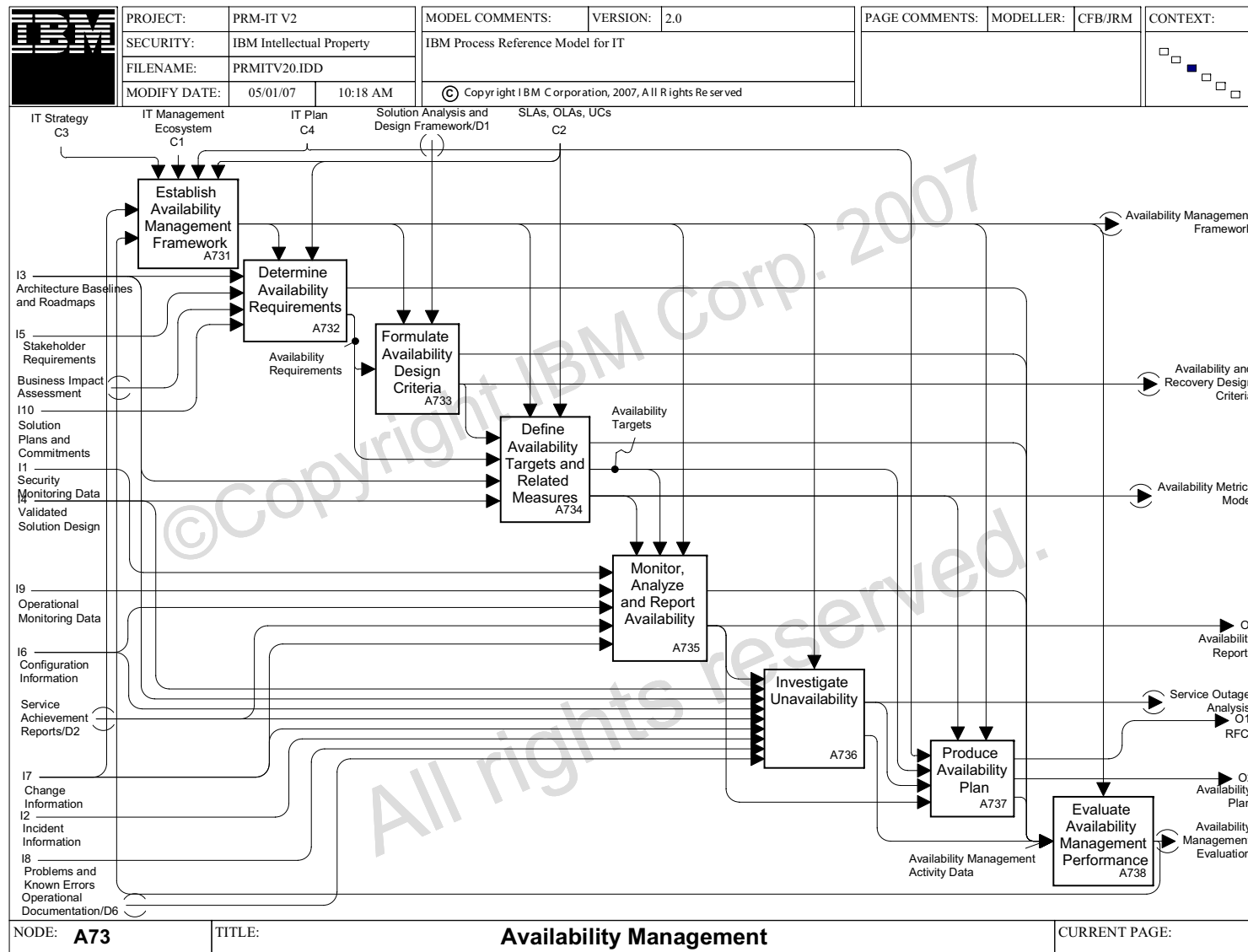
## A71 Compliance Management



## A72 Security Management



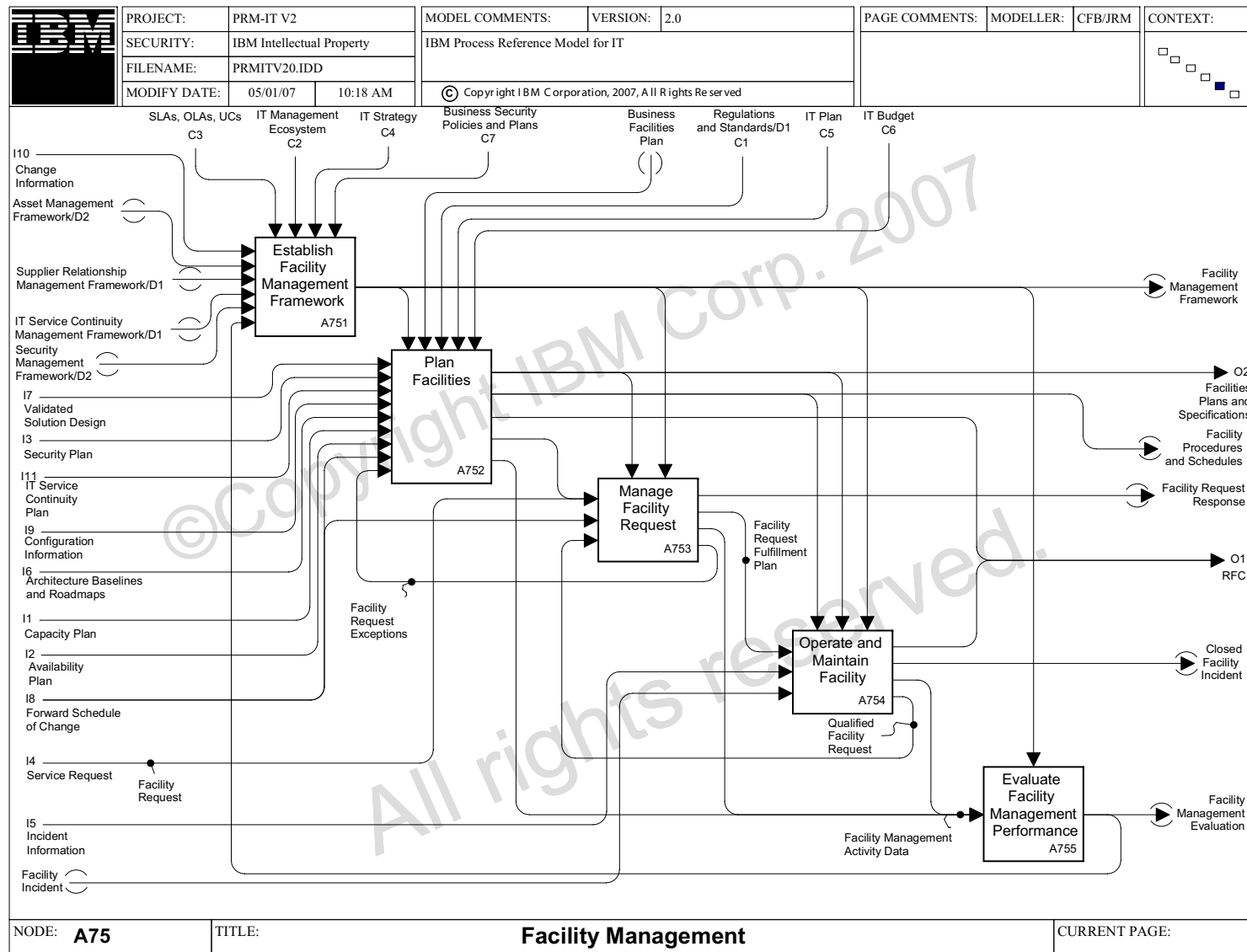
## A73 Availability Management



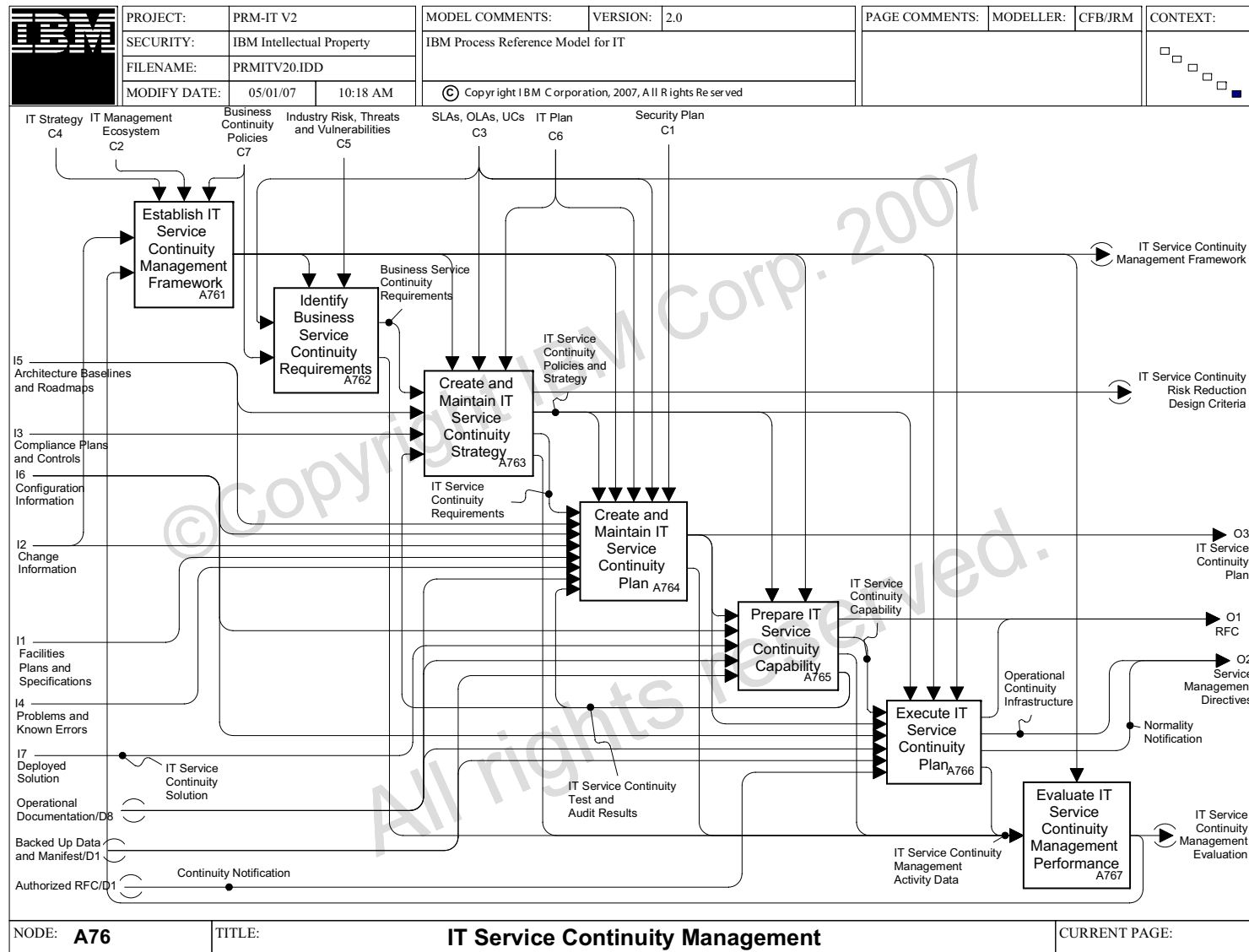




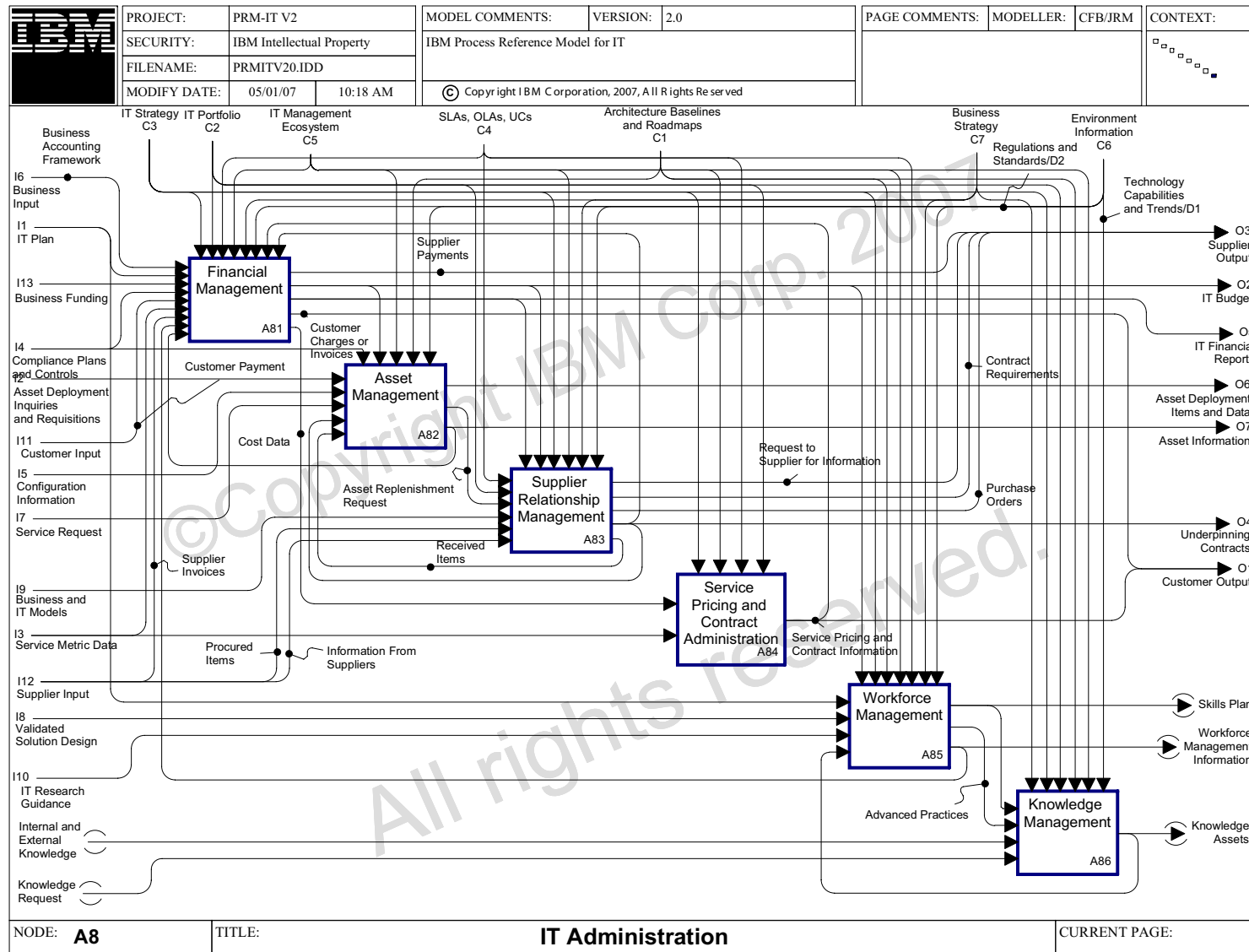
## A75 Facility Management



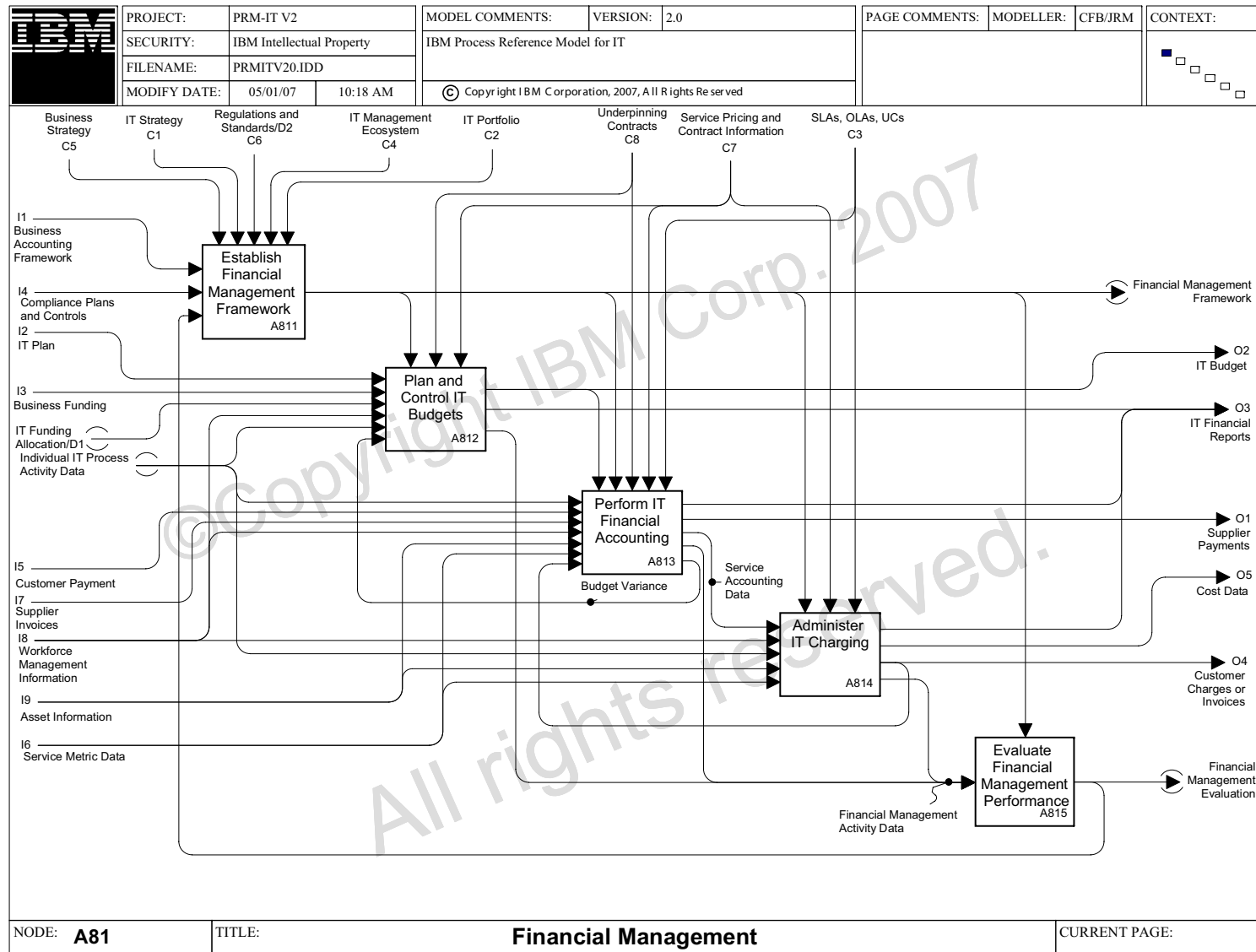
## A76 IT Service Continuity Management



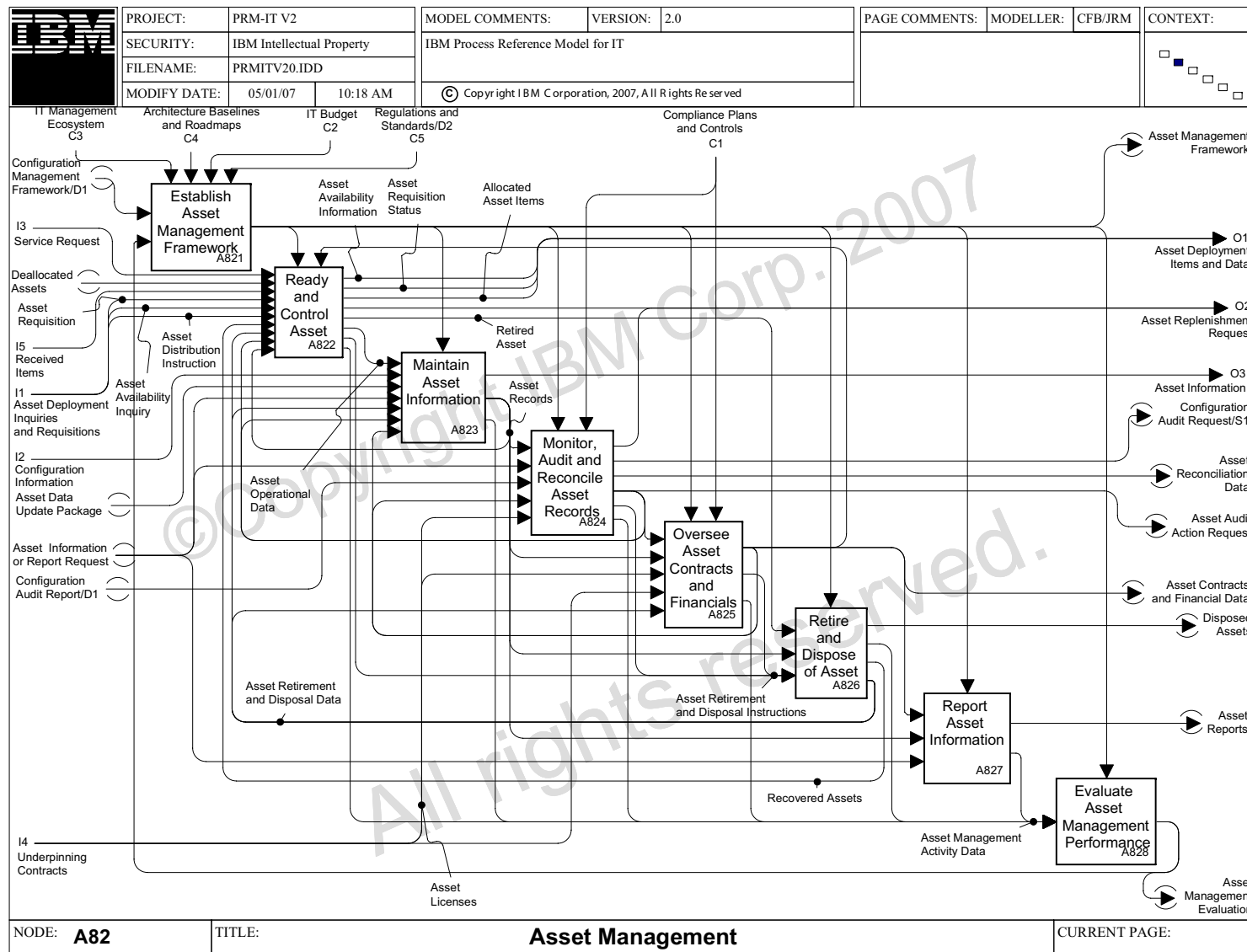
## A8 IT Administration



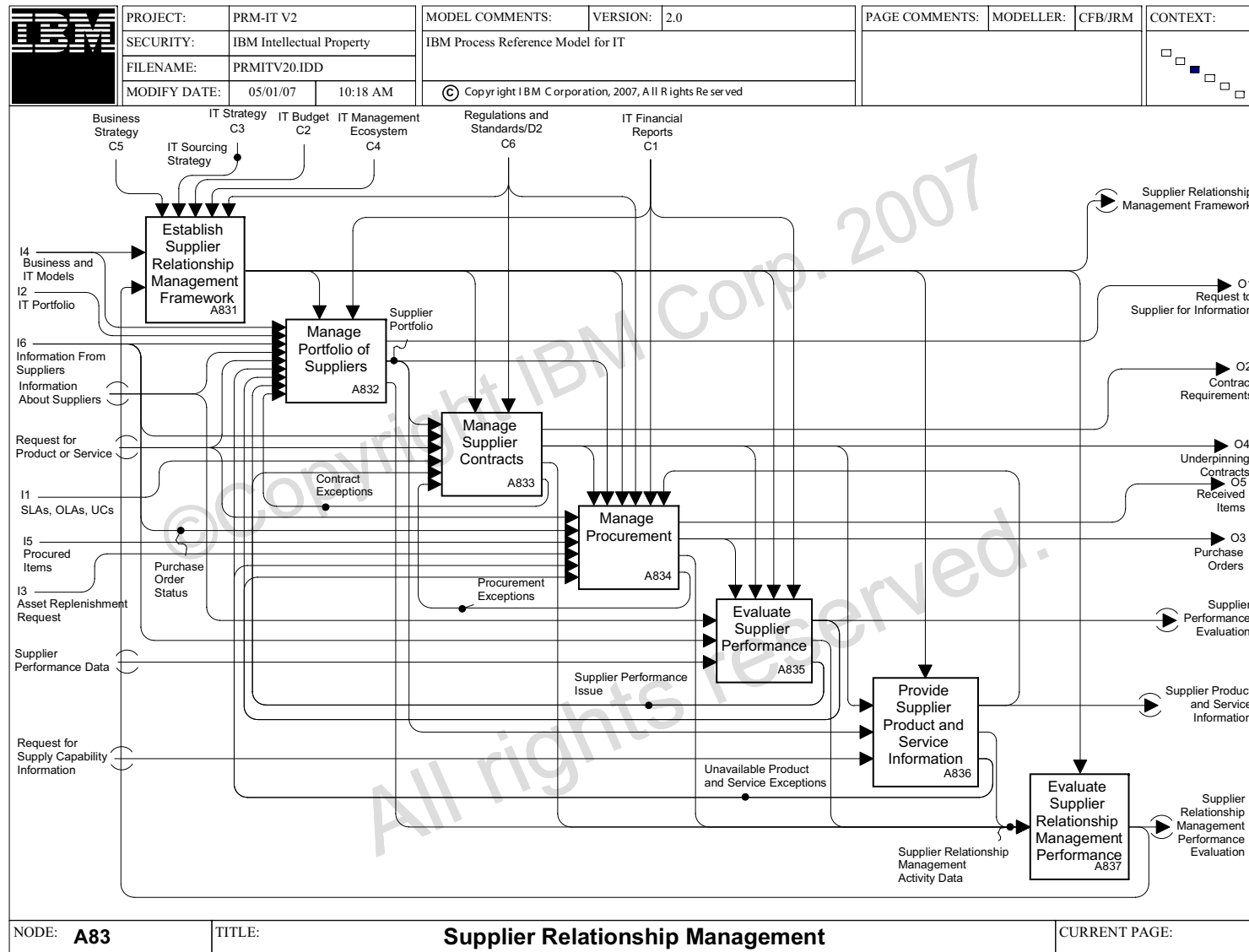
## A81 Financial Management



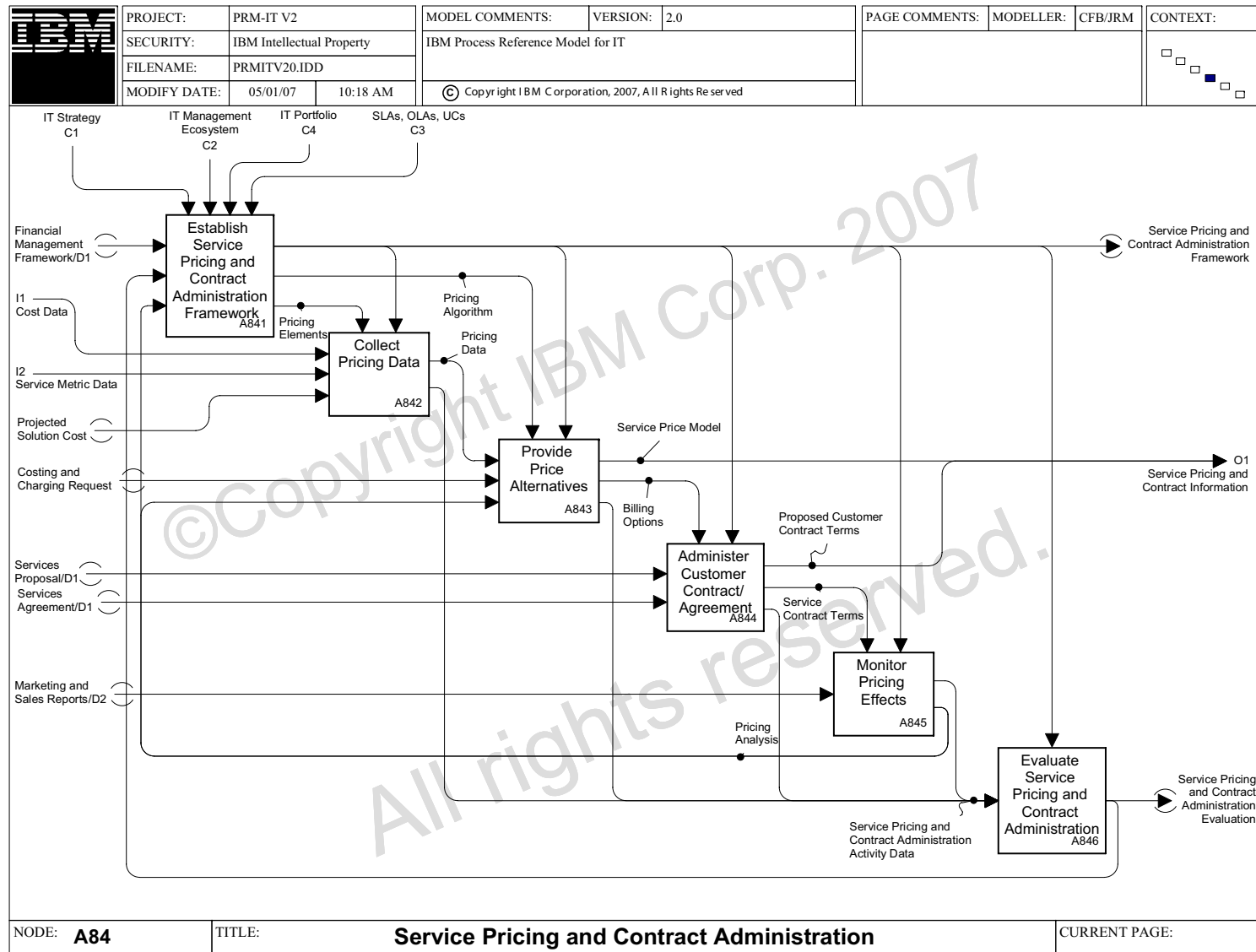
## A82 Asset Management



## A83 Supplier Relationship Management

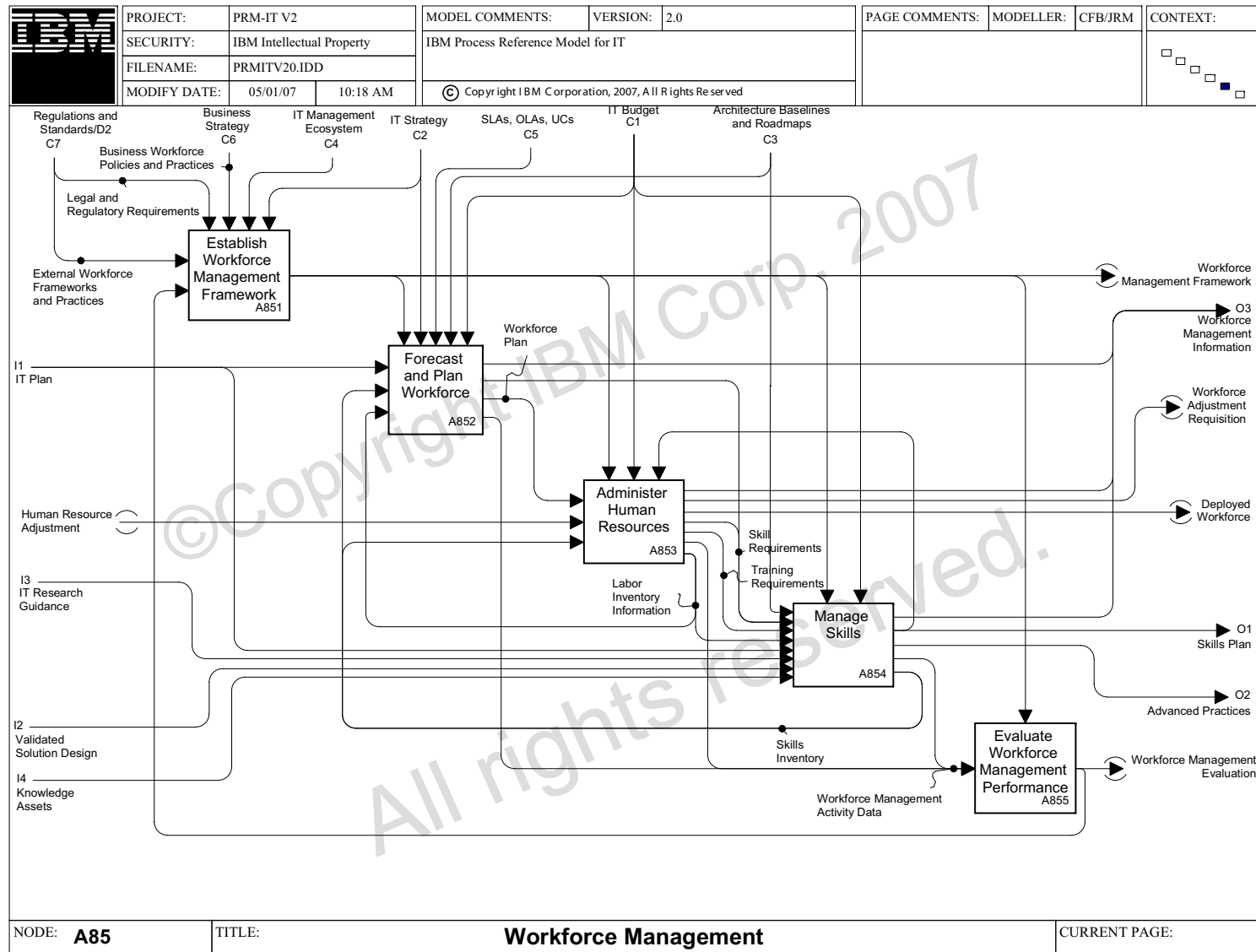


## A84 Service Pricing and Contract Administration





## A85 Workforce Management



## A86 Knowledge Management

