



# NORDIC CUSTOMER ROUNDTABLE ALFABET

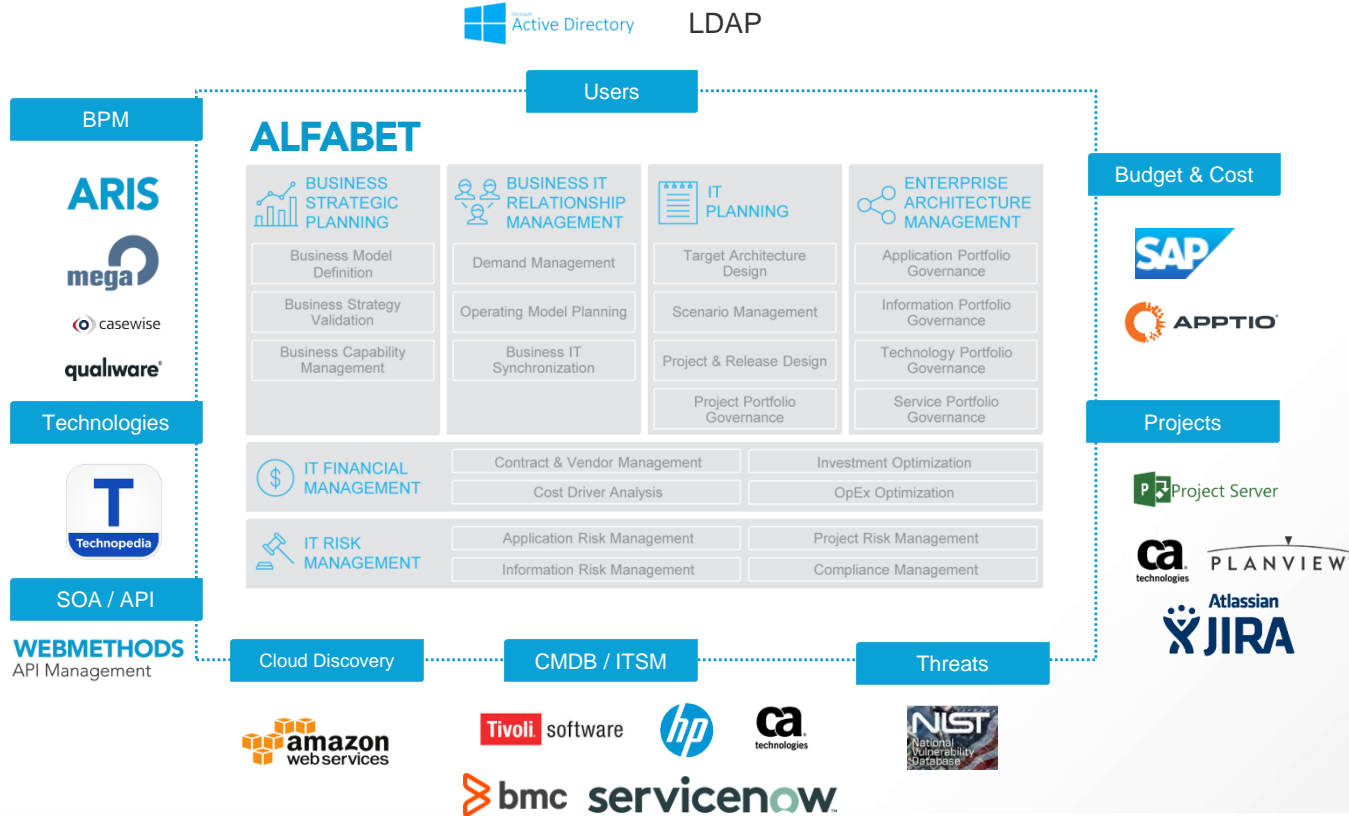
Soeren Michl  
Director Global Transformation Solutions



# SCHEDULE

13:00 - 13:15	Intro to User Group		
13:15 - 13:45	News and Roadmap Alfabet release 10.3	Person	Location
13:45 - 14:15	Integrated IT PLanning - Alfabet Interoperability	Person	Location
14:15 - 15:00	Alfabet - Where we play - our integrated view into servicenow and Jira	Person	Location
15:00 - 15:30	Coffee	Person	Location
<b>15:30 - 16:45</b>	<b>Round Table discussion</b>	<b>Person</b>	<b>Location</b>
16:45 - 17:00	Conclusion	Person	Location

# INTEGRATION POINTS



# STATE-OF-THE-ART MODERN INTEGRATION TECHNOLOGY

## PROVIDES UNLIMITED POSSIBILITIES

### ADIF

ETL-based mass update facility for high performance import and export supporting file and database formats. Can be wrapped into SOAP envelope.

### Web Services

REST- and SOAP-based. Mass update as well as record-based interactions; create, read, update and delete methods are supported.

### Online Lookup

REST services-based user interaction for creation of Alfabet content through lookup in external repositories, e.g., Technopedia technology catalog, ARIS process library or service registries; subsequent synchronization to keep aligned.

### Soft Linkage

Soft link connections to external repositories to contextualize Alfabet objects with relevant information; access is based on REST services

***“IF YOU HAVE TO CAPTURE INFORMATION  
TWICE IT WILL NOT HAPPEN”***

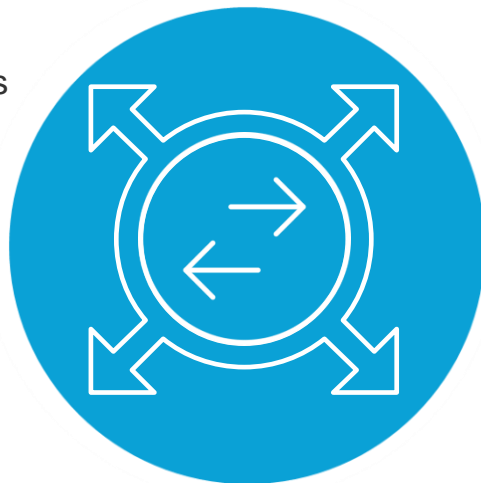
# VALUE OF INTEGRATIONS

## INCREASE DATA QUALITY

Leverage data from other applications and break up data silos.  
Lower the risk of conflicts and errors

## REINFORCE DATA GOVERNANCE

Increase data governance across landscape due to planning standards



## ENHANCED DECISION SUPPORT

Broader information basis leads to better analysis of your various objects

## INCREASE ACCEPTANCE

Acceptance and usage of Alfabet will increase due to data currency and limited data maintenance effort

# FOCUS OF BUSINESS QUESTIONS

## Governance

- Who is responsible for our assets?
- What should we be focusing on?
- Who owns which applications?

## Transparency

- What is our application portfolio?
- Which process areas require most IT support?
- What are our architectural dependencies?
- Where do we have functional redundancies?
- What is our technical debt?
- Who are our vendors?

## Rationalization

- What are our cost drivers?
- What are our investment/retirement candidates?
- What is the status of our rationalization plan?

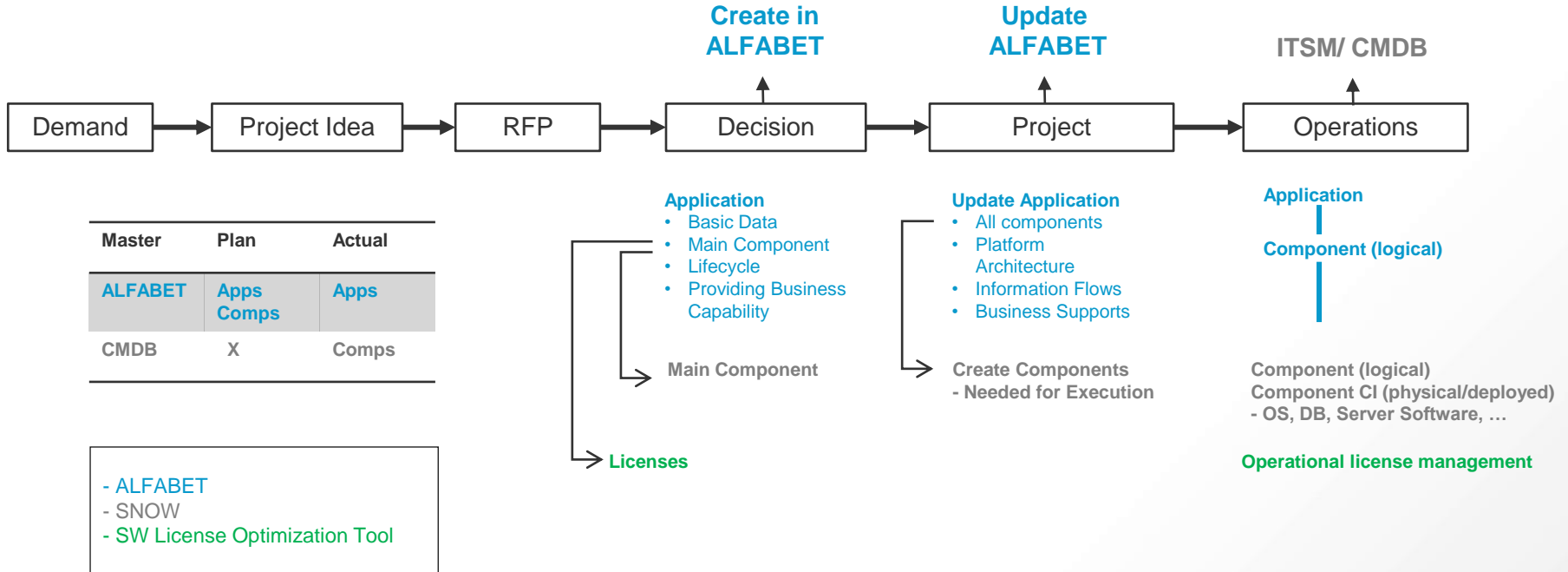
## Roadmapping

- What is our landscape?
- What is our target architecture?
- What is our roadmap?

## Risk

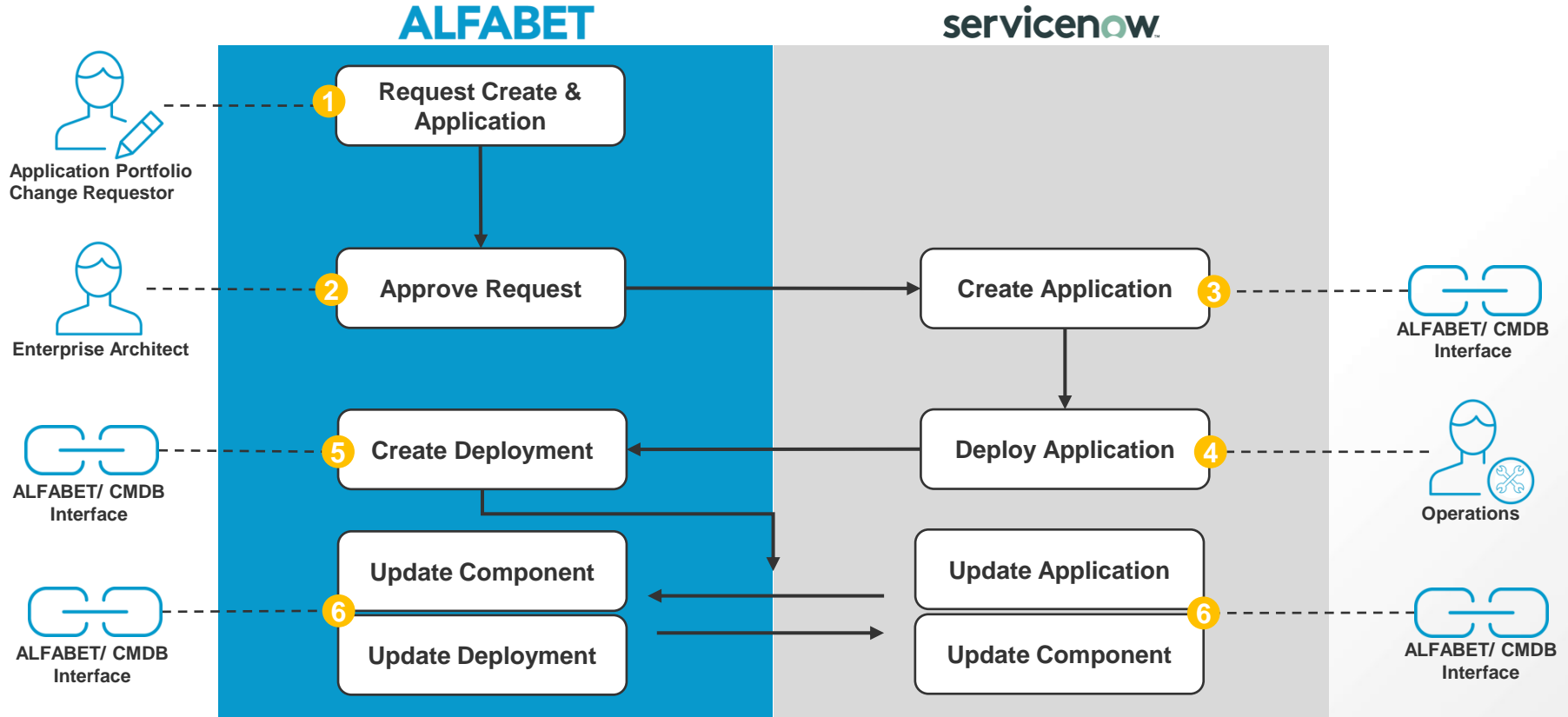
- Where do we use sensitive data?
- What is our security score?
- What is the business impact on IT failure?

# END TO END PROCESS FOR ALIGNED DECISIONS

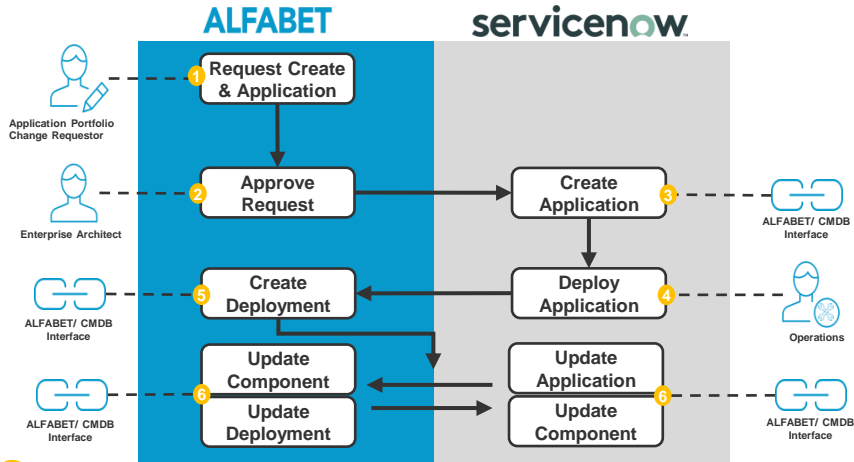




# PROCESS OVERVIEW



# PROCESS DESCRIPTION



<b>1 Request Application</b> <ul style="list-style-type: none"> <li>Create New Application with Basic Data incl. ALFABET-ID</li> <li>Create &amp; Assign New Main Component with Basic Data incl. ALFABET-ID</li> <li>Submit Application Request</li> </ul>	<b>Application</b> Status: Requested State: Plan
	<b>Component</b> Status: Requested State: Plan

<b>2 Approve Request</b> <ul style="list-style-type: none"> <li>Review Application and Component</li> <li>...</li> <li>Approve Application Request</li> </ul>	<b>Application</b> Status: Approved State: Plan
	<b>Component</b> Status: Approved State: Plan

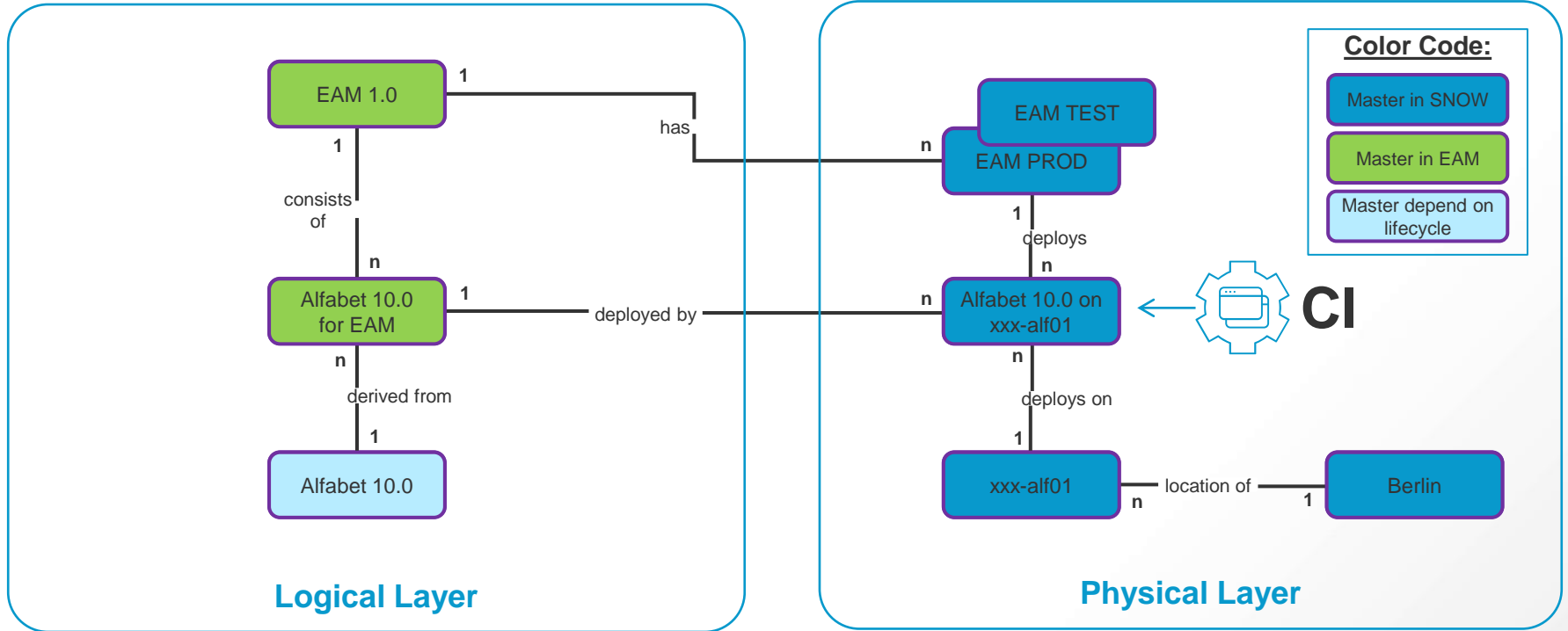
<b>3 Create Application</b> <ul style="list-style-type: none"> <li>X days before Start Date Interface creates Application with ALFABET-ID and Component with ALFABET-ID in CMDB</li> <li>Interface updates Application and Component CMDB-IDs as well as Status in ALFABET</li> </ul>	<b>Application</b> Status: Operational State: Plan
	<b>Component</b> Status: Operational State: Plan

<b>4 Deploy Application</b> <ul style="list-style-type: none"> <li>At Start Date Operations deploys Application</li> <li>Create Deployments (Prod, Test, Dev, etc.)</li> <li>Create Component Instances (OS, DB, etc.)</li> <li>Deploy Component Instances on Device</li> <li>Confirm Deployment</li> </ul>	<b>Application</b> Status: Operational State: Active
	<b>Component</b> Status: Operational State: Active

<b>5 Create Deployment</b> <ul style="list-style-type: none"> <li>After Deployment Confirmation Interface creates Deployments with CMDB-ID in ALFABET</li> <li>Interface creates Deployment Elements and additional Local Components in ALFABET</li> <li>Interface Updates Deployment ALFABET-ID in CMDB</li> </ul>	<b>Application</b> Status: Operational State: Active
	<b>Component</b> Status: Operational State: Active

<b>6 Synchronize Applications, Components &amp; Deployments</b> <ul style="list-style-type: none"> <li>Interface updates Application in CMDB by ALFABET-ID</li> <li>Interface updates Components in ALFABET by CMDB-ID</li> <li>Interface updates Component Status ALFABET by ALFABET-ID</li> <li>Interface updates Deployment in ALFABET by CMDB-ID</li> <li>Interface updates &amp; creates Deployment Elements and Local Components in ALFABET by related Objects' CMDB-ID</li> </ul>	<b>Application</b> Status: Sundown State: Retired
	<b>Component</b> Status: Sundown State: Retired

# CONCEPTUAL META MODEL



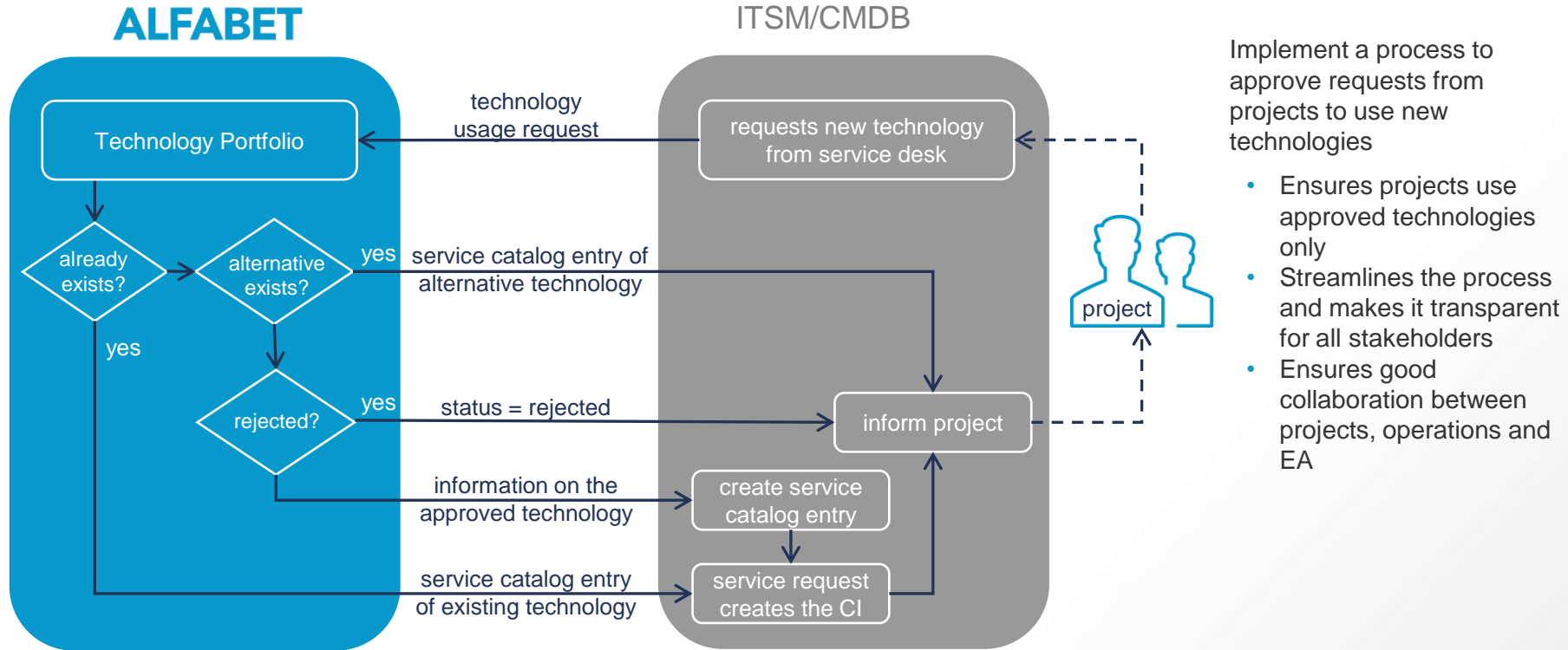
## KEEP IN MIND

- Focus on data which answers business questions/goals
- Define the process and the respective needs of data access
- Clear data ownership
- Eliminate data legacy
- Define data maintenance workflows across tools

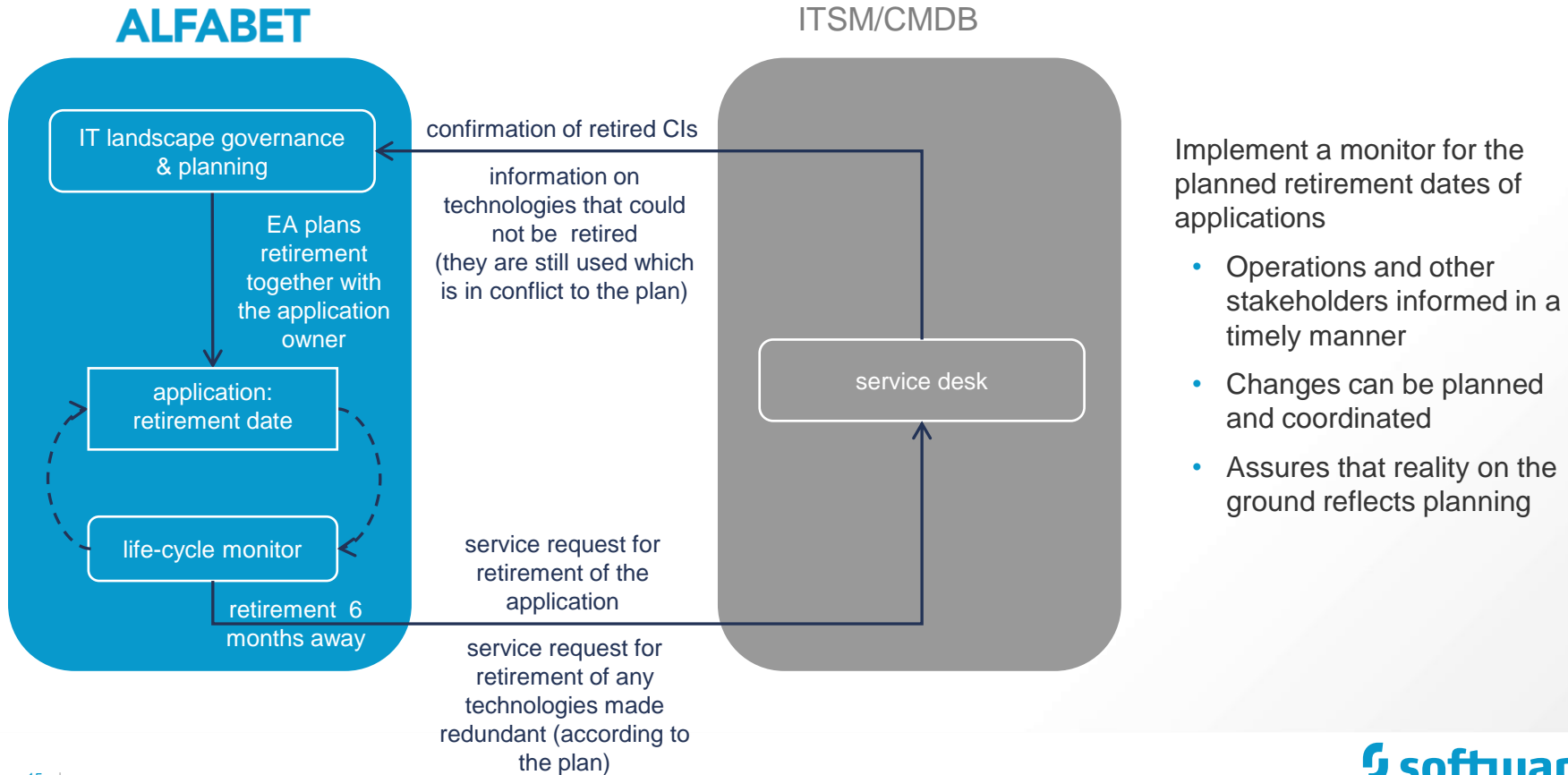
# FURTHER USE CASES

- IT Risk Management
- Technology Approval
- Application Retirement
- Governance of IT Providers

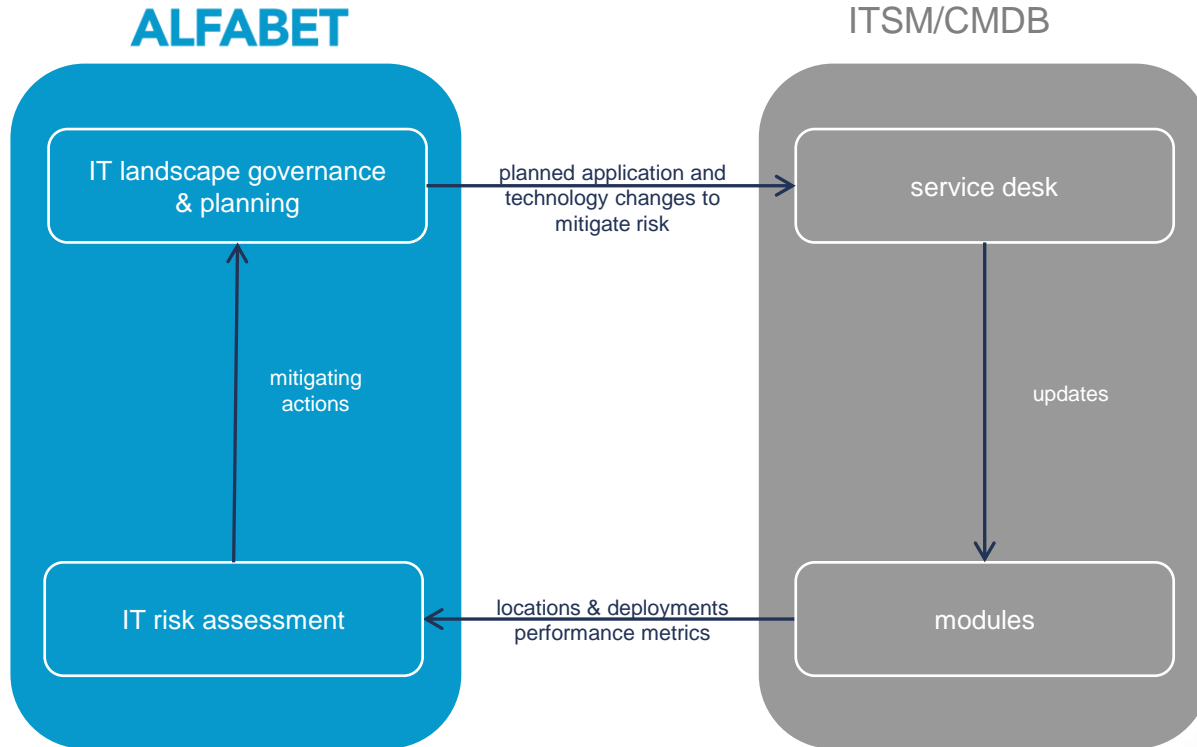
# INTEGRATION: USE CASE – TECHNOLOGY APPROVAL



# INTEGRATION: USE CASE – APPLICATION RETIREMENT



# INTEGRATION: USE CASE – IT RISK MANAGEMENT

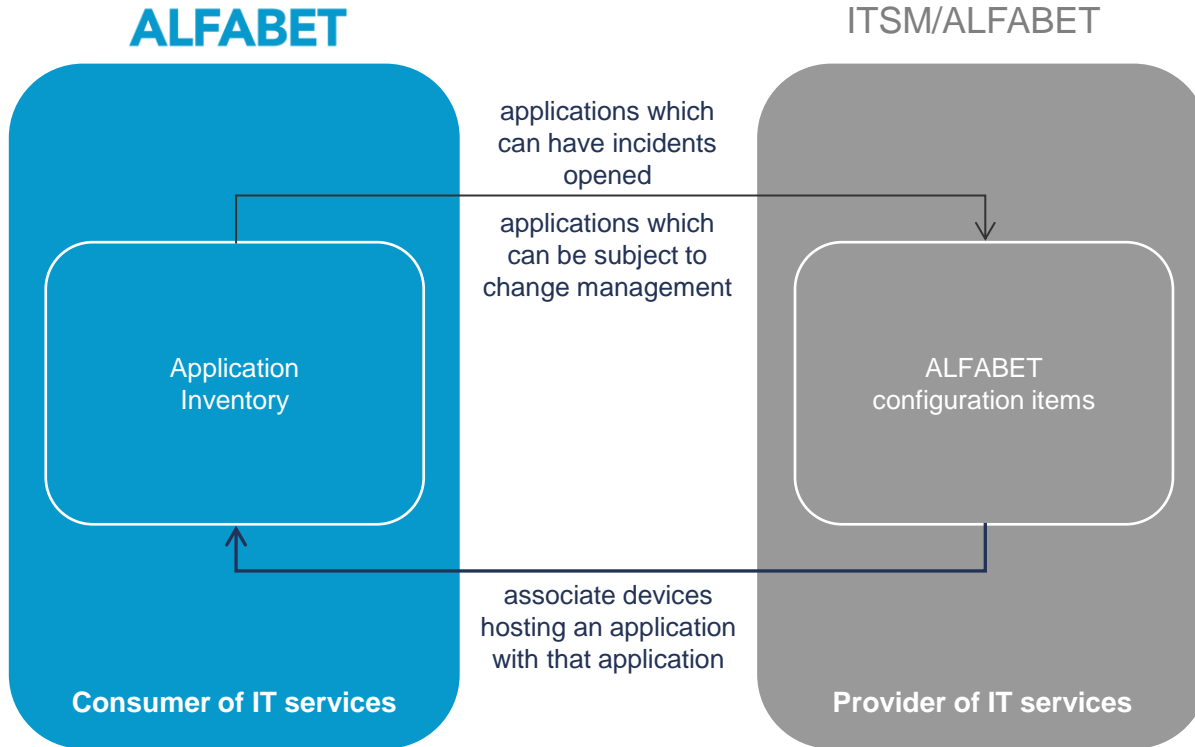


Implement data exchange to support risk management

- Location/deployment information supports rules-based application risk assessment
- Performance metrics improve risk assessment quality
- Planners have the intelligence to mitigate the risk



# INTEGRATION: USE CASE – GOVERNANCE OF IT PROVIDERS



- The consumer maintains the operating rules for an application in ALFABET, e.g. can incidents be opened? This information is transferred to the associated application deployments in the CMDB as guidelines for the service desk and operations. The ITSM modules can also be configured to enforce these guidelines.
- The IT provider maintains information on which devices the applications used by the consumer are running. The IT provider can only charge for devices which are associated to an application. This gives the consumer better transparency and control.

