SAIC = VITA's MSI Integrator
Redefining Ingenuity

Virginia Information Technologies Agency

Enterprise Architecture
MSI Service Management Manual (SMM)
Process Map for the 4.1 Series of SMMs

– Most Common Inputs between 4.1 SMM's –

Change Management (CHGM)	23
Service Level Management (SLM)	19
Capacity Management (CAPM)	17
Service Asset and Configuration Management (SACM)	16
Problem Management (PRBM)	14
Incident Management (INCM)	14
Availability Management (AVAM)	13
Information Security Management (ISEM)	11
Service Portfolio Management (SVPM)	11
Continual Service Improvement (CSI)	11
IT Service Continuity Management (ITSCM)	11
Business Relationship Management (BRVM)	11
Demand Management (DMDM)	9
IT Financial Management (ITFM)	9
Access Management (ACCM)	7
Supplier Management (SUPM)	6
Release and Deployment Management (RDPM)	5
Service Validation and Testing (SVVT)	4
Commonwealth / Agency / IT Strategic Plan	4
Strategy Management (SMG)	4
Risk Management (RSKM)	3
Request Fulfillment Management (RQFL)	3
Service Catalog Management (SVCM)	3
Event Management (SVYM)	3
Knowledge Management (KNOW)	3
Service Tower Suppliers (STS)	3
Communications Management (COMM)	2
Change Evaluation (CHAL)	2
Solution Design Management (SODM)	2
Strategy Generation Management (STGM)	2
BRM / CAMs	2
Service Design	2

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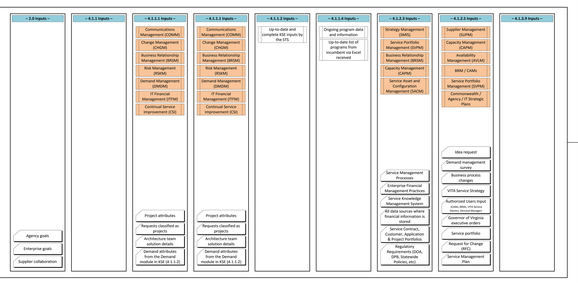
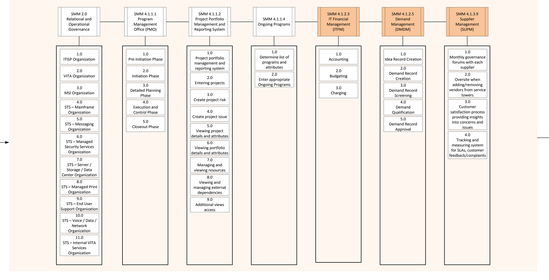
Change Management (CHGM)	22
Service Level Management (SLM)	16
Capacity Management (CAPM)	16
Problem Management (PRBM)	14
Incident Management (INCM)	13
Service Asset and Configuration Management (SACM)	13
Information Security Management (ISEM)	12
Availability Management (AVAM)	12
IT Service Continuity Management (ITSCM)	10
Continual Service Improvement (CSI)	10
Service Portfolio Management (SVPM)	9
IT Financial Management (ITFM)	8
Access Management (ACCM)	7
Business Relationship Management (BRVM)	6
Demand Management (DMDM)	6
Release and Deployment Management (RDPM)	5
Supplier Management (SUPM)	5
Service Validation and Testing (SVVT)	4
Solution Design Management (SODM)	4
Request Fulfillment Management (RQFL)	3
Service Design	3
Strategy Management (SMG)	3
Service Catalog Management (SVCM)	3
Service Tower Suppliers (STS)	3
Knowledge Management (KNOW)	3
Transition Planning and Support	2
Service Transition	2
BRM / CAMs	2
Risk Management (RSKM)	2

Most information is based on draft SMM documents as of November 28, 2018.

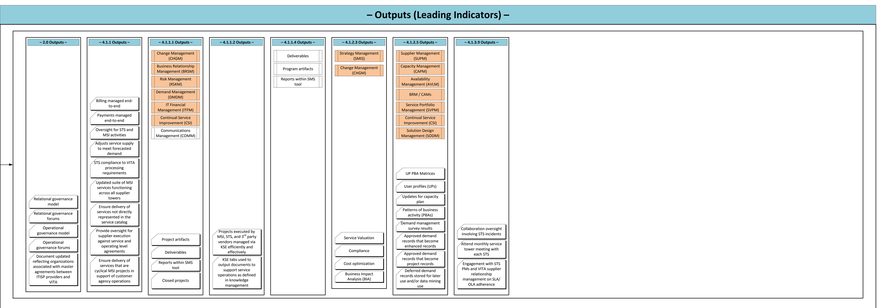
– Interfaces and Inputs (as enablers) –



4.1.1 – Platform Management Processes



– Outputs (Leading Indicators) –



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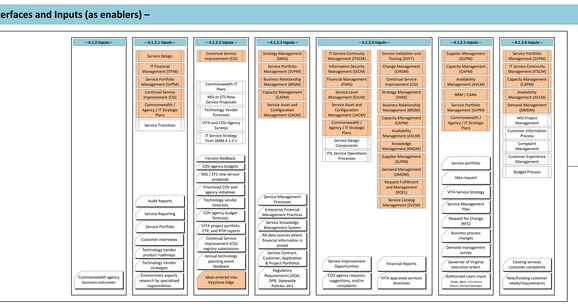
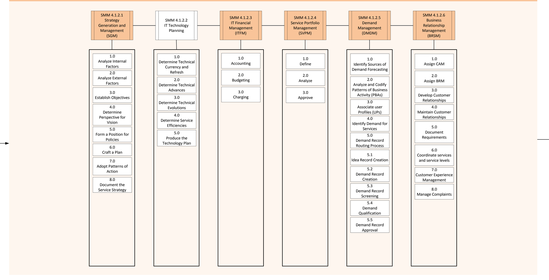
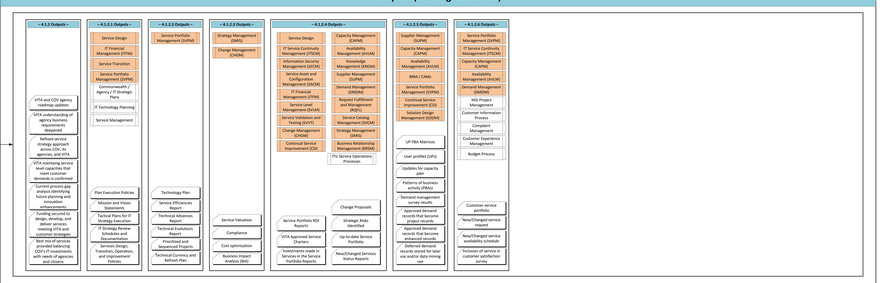


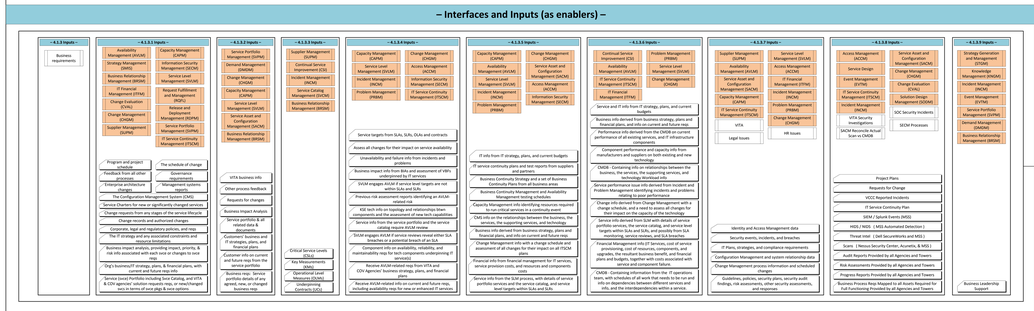
4.1.2 – Service Strategy Processes



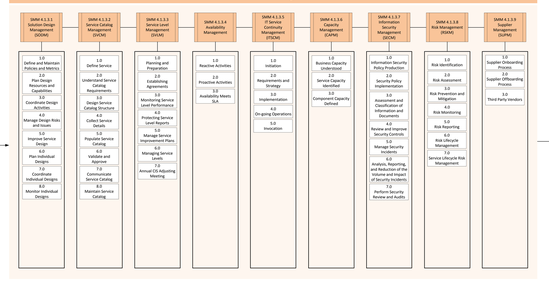
– Outputs (Leading Indicators) –



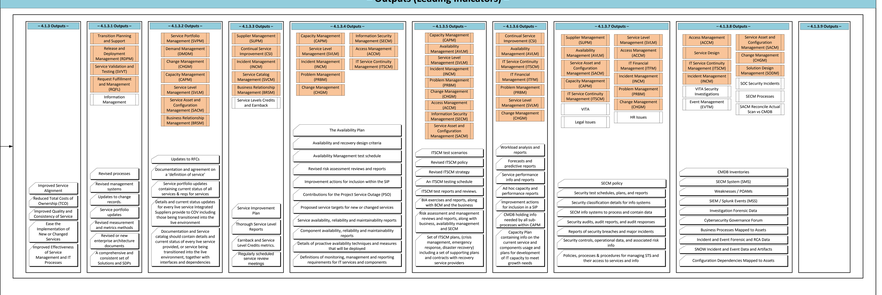
– Interfaces and Inputs (as enablers) –



4.1.3 – Service Design Processes



– Outputs (Leading Indicators) –



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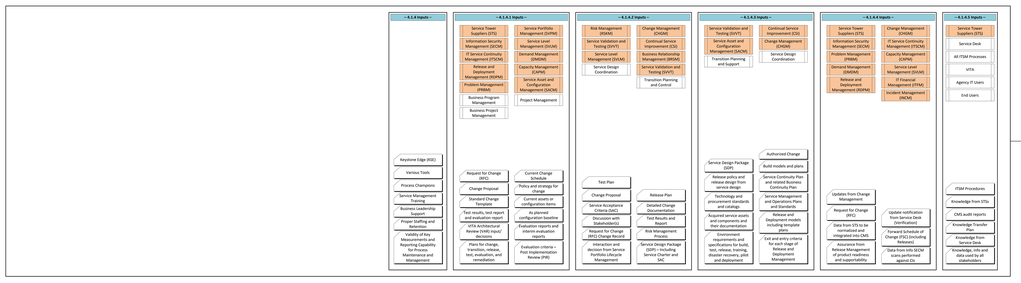
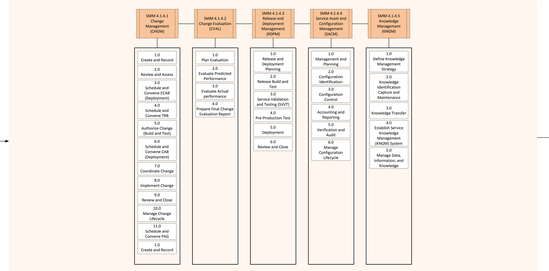


4.1.4 – Service Transition Processes



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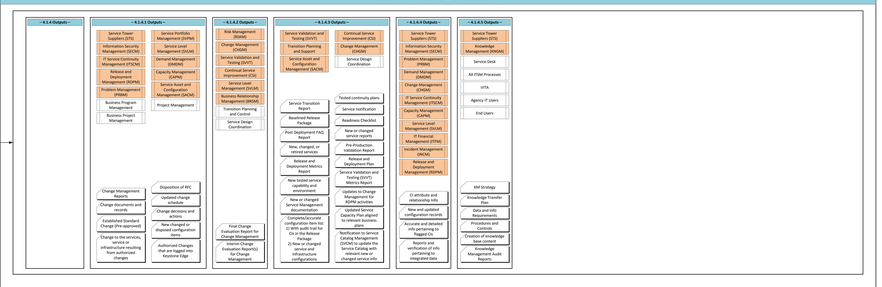
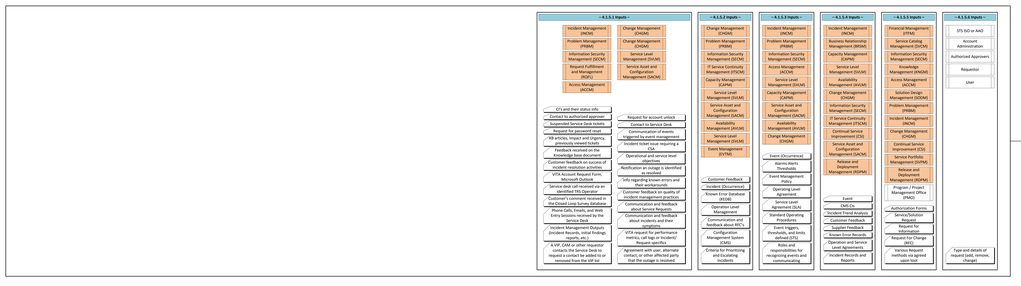
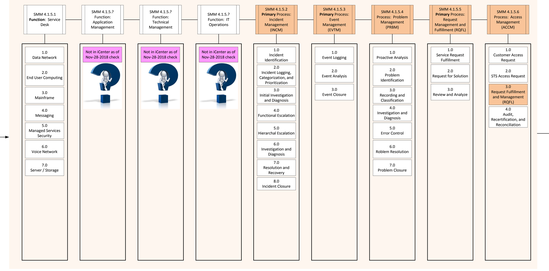


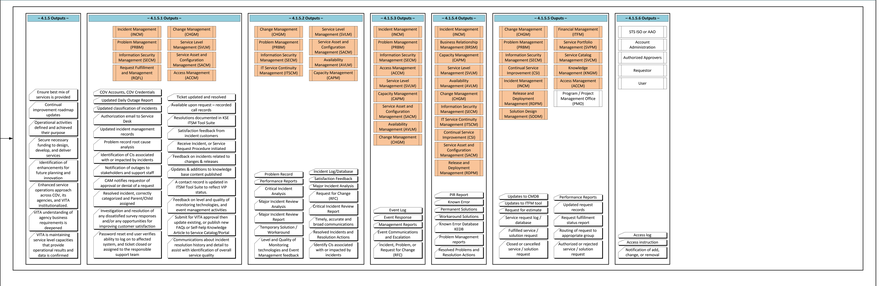
– Interfaces and Inputs (as enablers) –



4.1.5 – Service Operation Processes

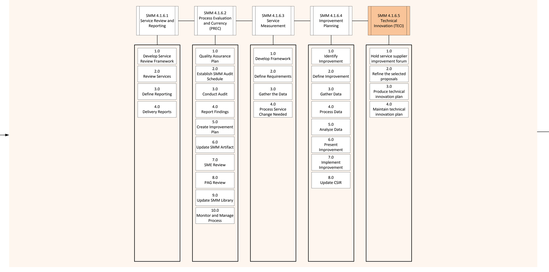


– Outputs (Leading Indicators) –

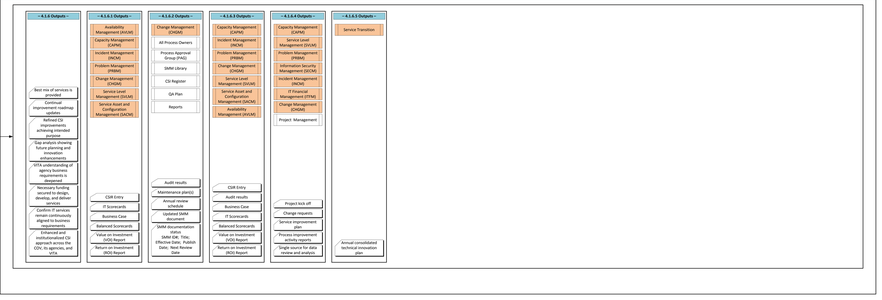


– Interfaces and Inputs (as enablers) –

4.1.6 – Continual Service Improvement (CSI) Processes



– Outputs (Leading Indicators) –



VITA Draft Discussion Document // Rev: Nov-28-2018

PURPOSE: To depict MSI SMM documents together in a single flow from the 4.1 Series including any other scope-related SMM as identified in the 4.1 documents.

= Item is referenced multiple times for differing SMMs | = Procedure symbol | = Process symbol | = Decision symbol | = Generic/Custom symbol

MSI ASD SMM
4.0 IT Service Lifecycle Processes
4.1 Common IT Service Lifecycle Processes

This fit-for-purpose view is intended for a minimum 11x17 sized paper.

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Architectural Artifacts/Graphs/Views/Materials/etc. reference page: http://pubs.opengroup.org/architecture/togaf9-doc/arch/chap03.html