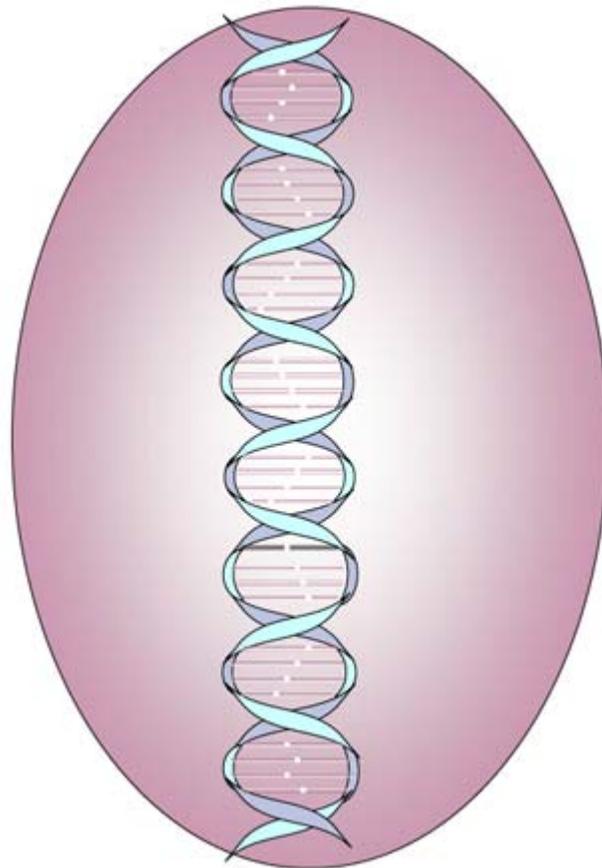


PRM - IT

IBM Process Reference Model for IT

Sequencing the DNA of IT Management



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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. 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

The reference manual *IDEFØ Diagrams* presents the full model in IDEFØ notation.

The PRM-IT Reference Library books

The PRM-IT Reference Library consists of thirteen books. The first book is the *General Information Manual*, it is a brief examination of the subject of IT processes, and provides a tour of the model.

The nine reference manuals are A0 through A8. The *A0 Manage IT* book examines the context of the processes for IT, exploring the key external agents — stakeholders and their interactions with IT. The reference manuals A1 through A8 provide the complete description of all aspects of the process categories.

The reference manual *IDEFØ Diagrams* presents the full model in IDEFØ notation, and *IDEFØ Node Tree* shows the ordered list of process categories, processes, and activities.

The final book, the *Glossary*, contains the definition of every process interface object for the model and provides references to where the objects are used.

PRM-IT Reference Library

- | | |
|---------------------------------------|---------------------|
| ■ General Information | ■ A6 Operations |
| ■ A0 Manage IT | ■ A7 Resilience |
| ■ A1 Governance and Management System | ■ A8 Administration |
| ■ A2 Customer Relationships | ■ IDEFØ Node Tree |
| ■ A3 Direction | ■ IDEFØ Diagrams |
| ■ A4 Realization | ■ PRM-IT Glossary |
| ■ A5 Transition | |

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 or IT executive level), and who consider the direction and overall management of IT. Or, individuals who work 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

PRM-IT is a powerful management tool for purposes of 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.

IBM IT consultants, architects, and specialists in global services who, working from this common base, are equipped with a full range of methods, techniques, and tools to assist its customers achieve their purposes.

IDEFØ Diagrams

[A0: Manage IT – Context](#)

[A0: Manage IT](#)

[A1 Governance and Management System](#)

[A11 IT Governance and Management System Framework](#)

[A12 IT Governance and Management System Capabilities](#)

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[A75 Facilities Management](#)

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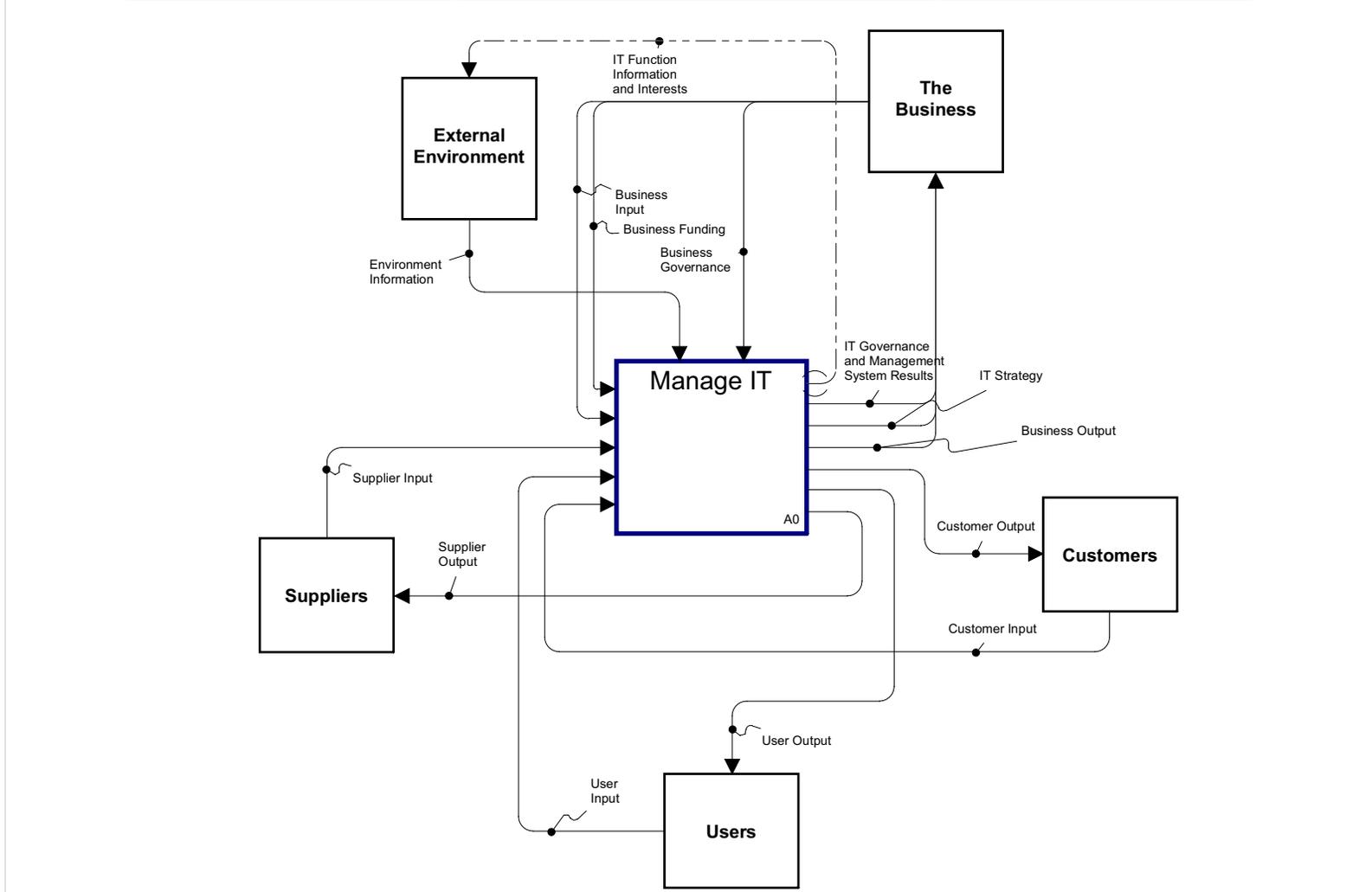
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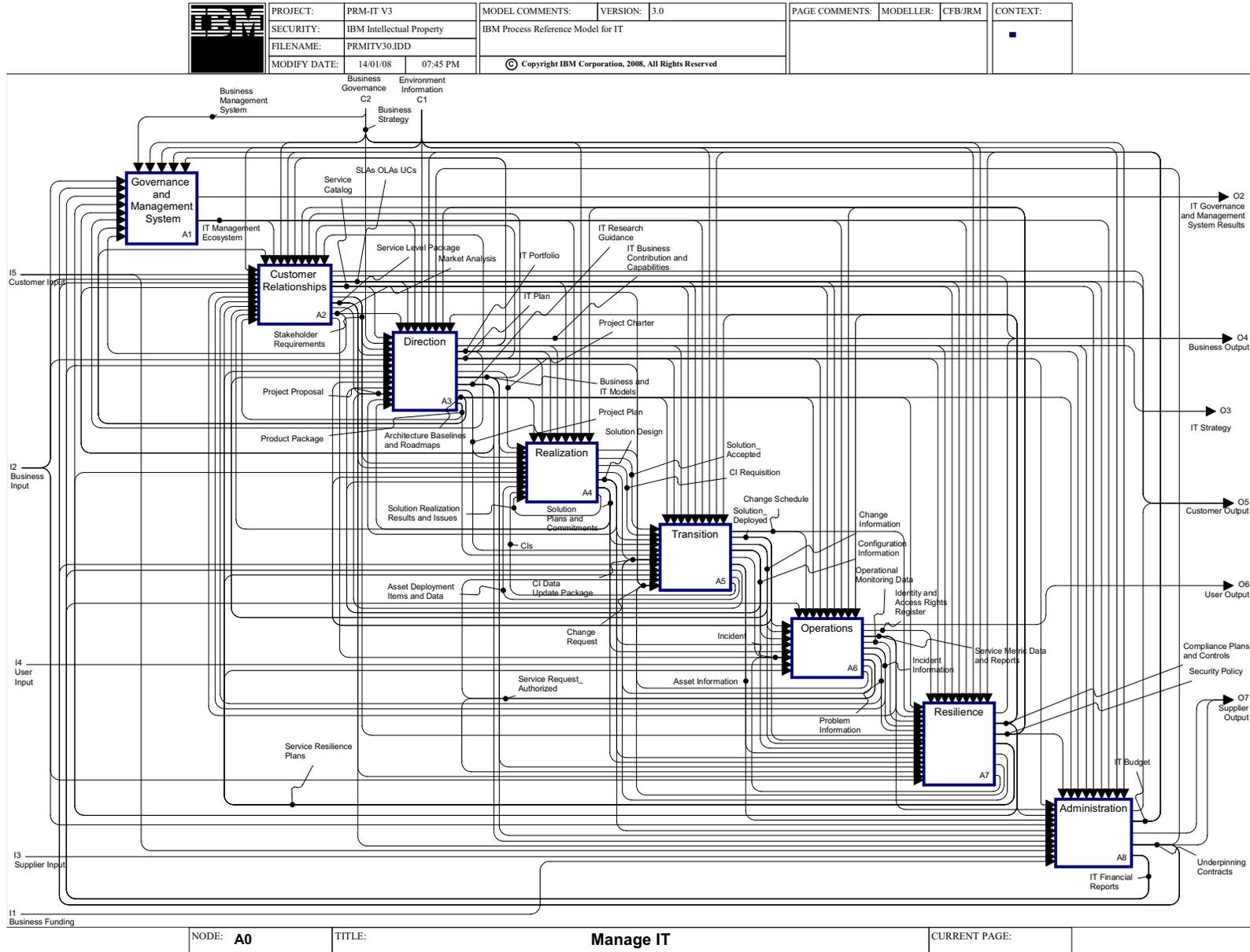
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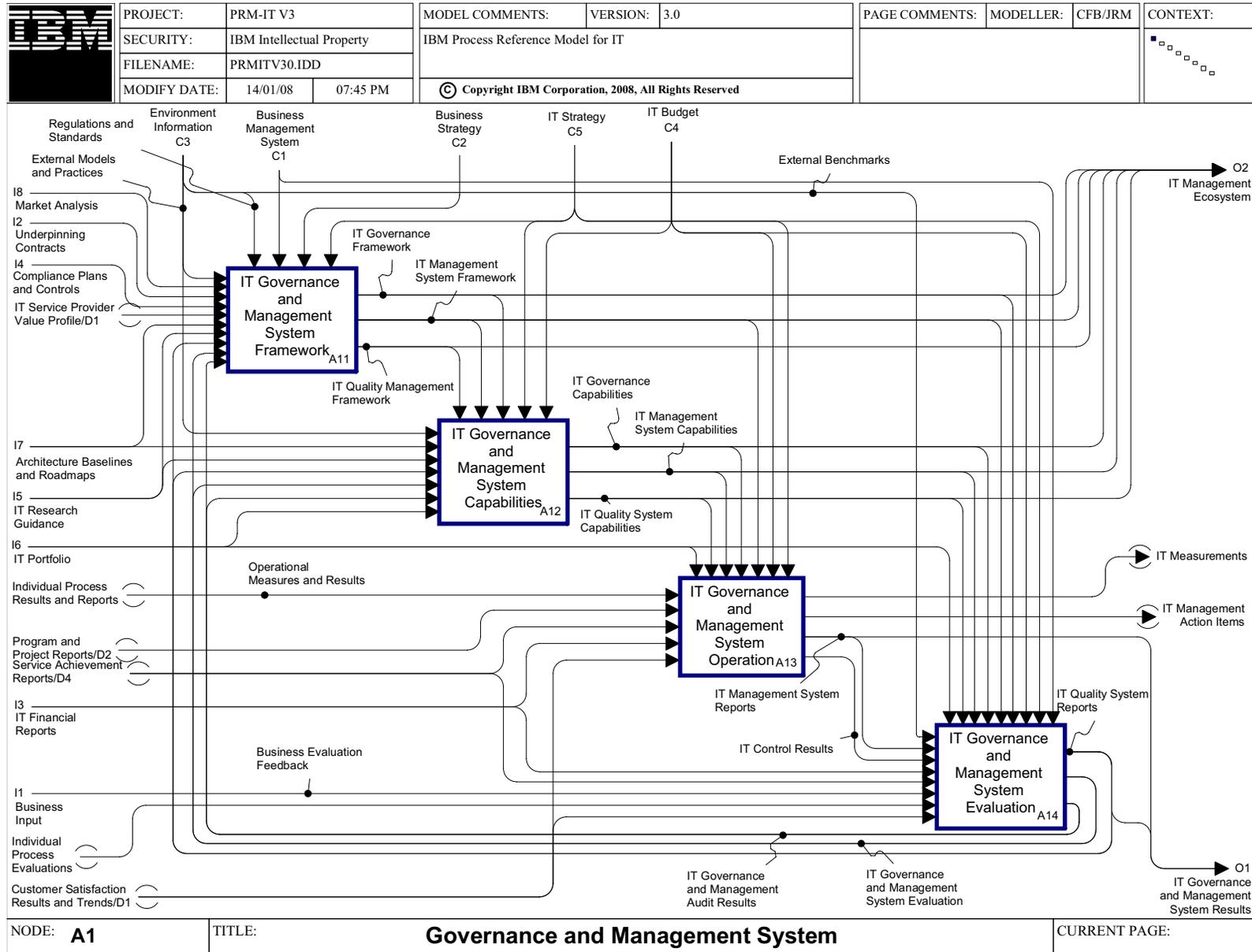


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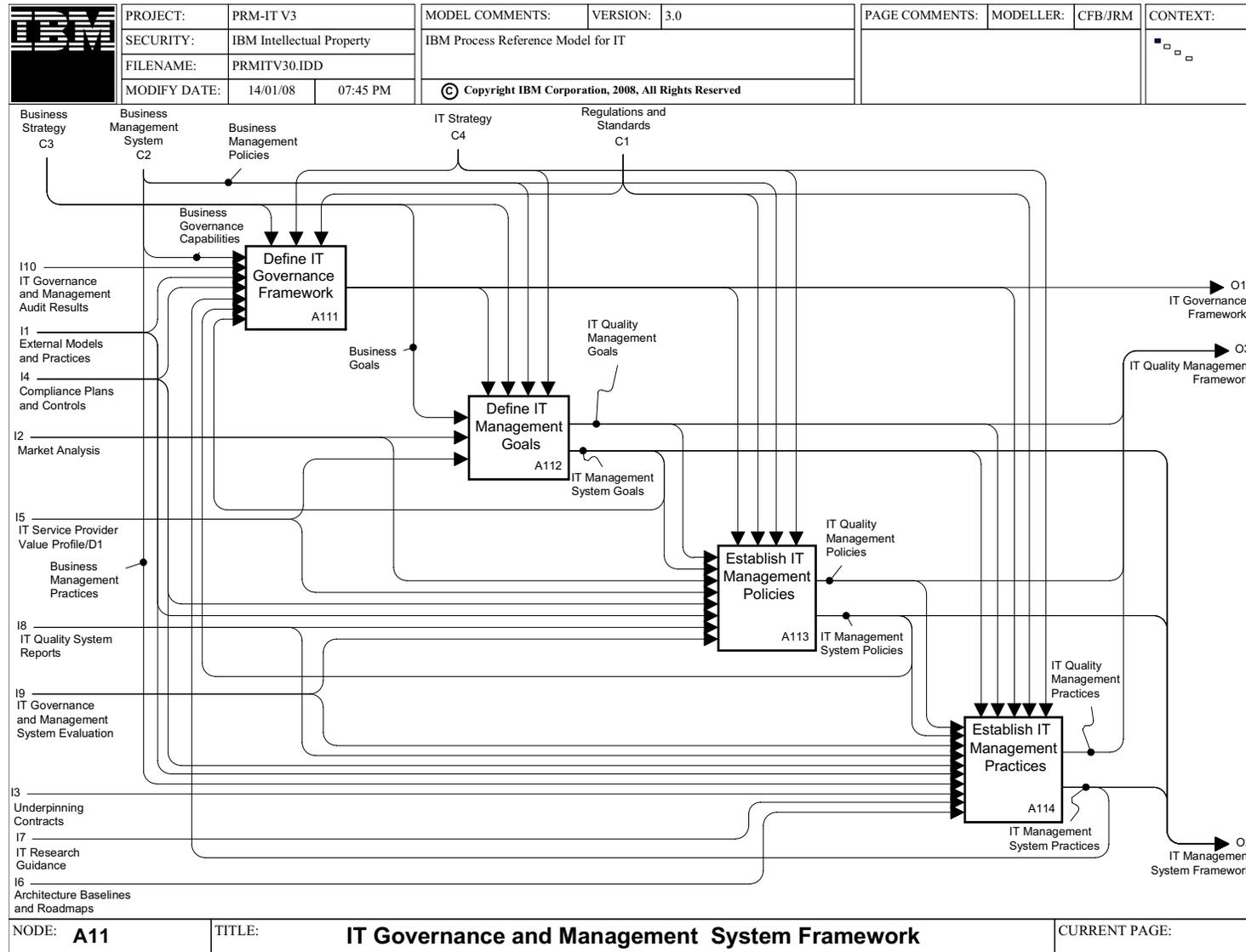


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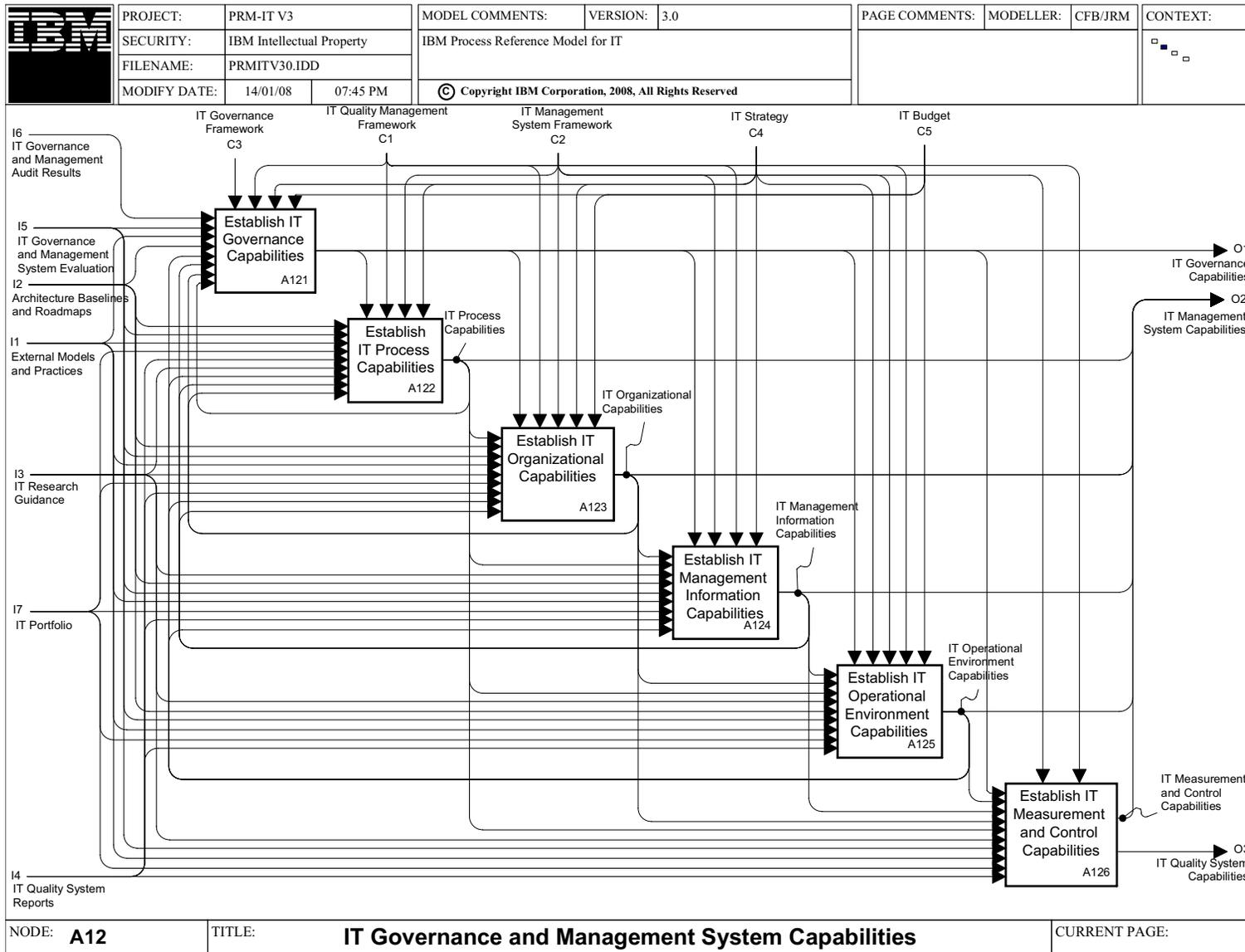


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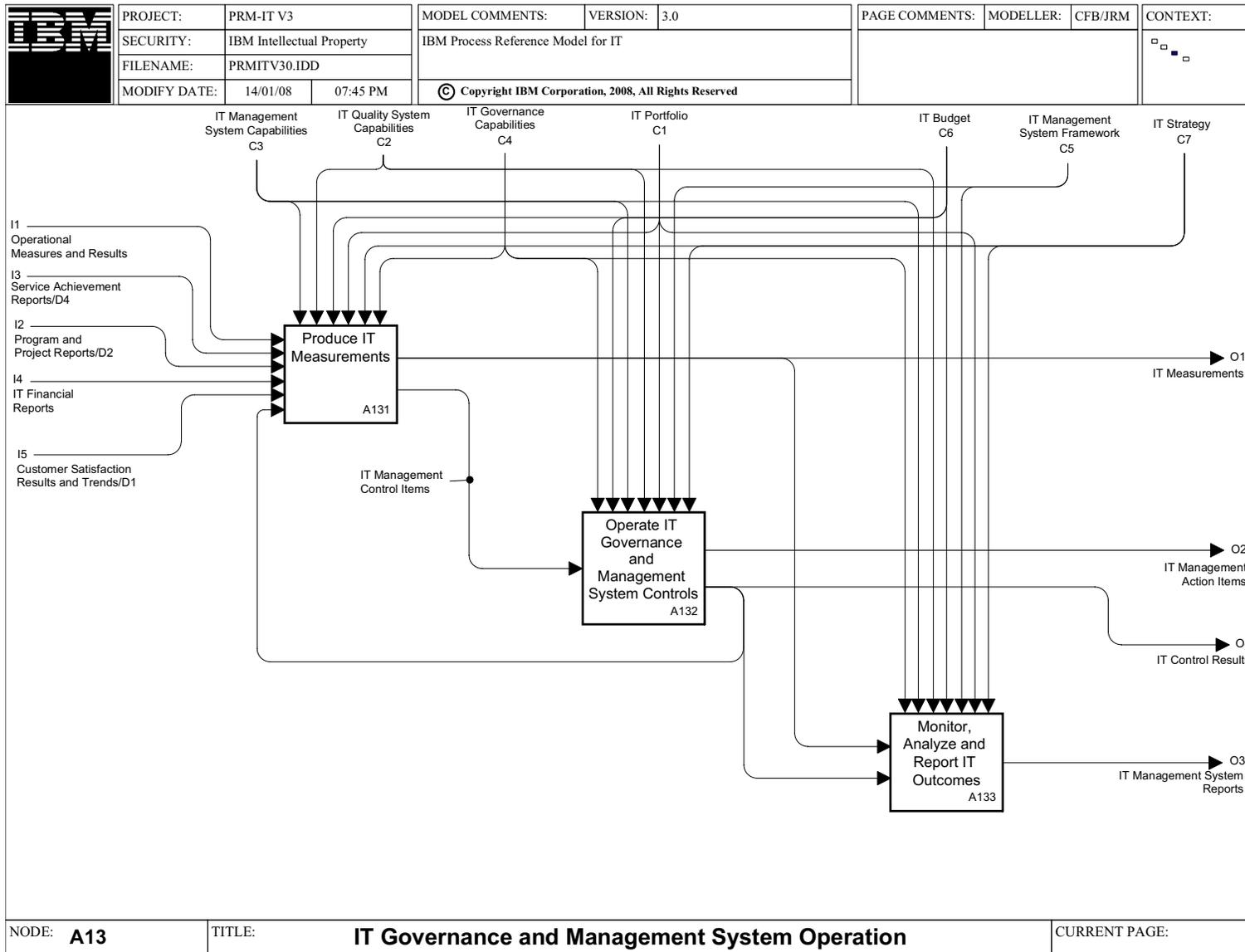
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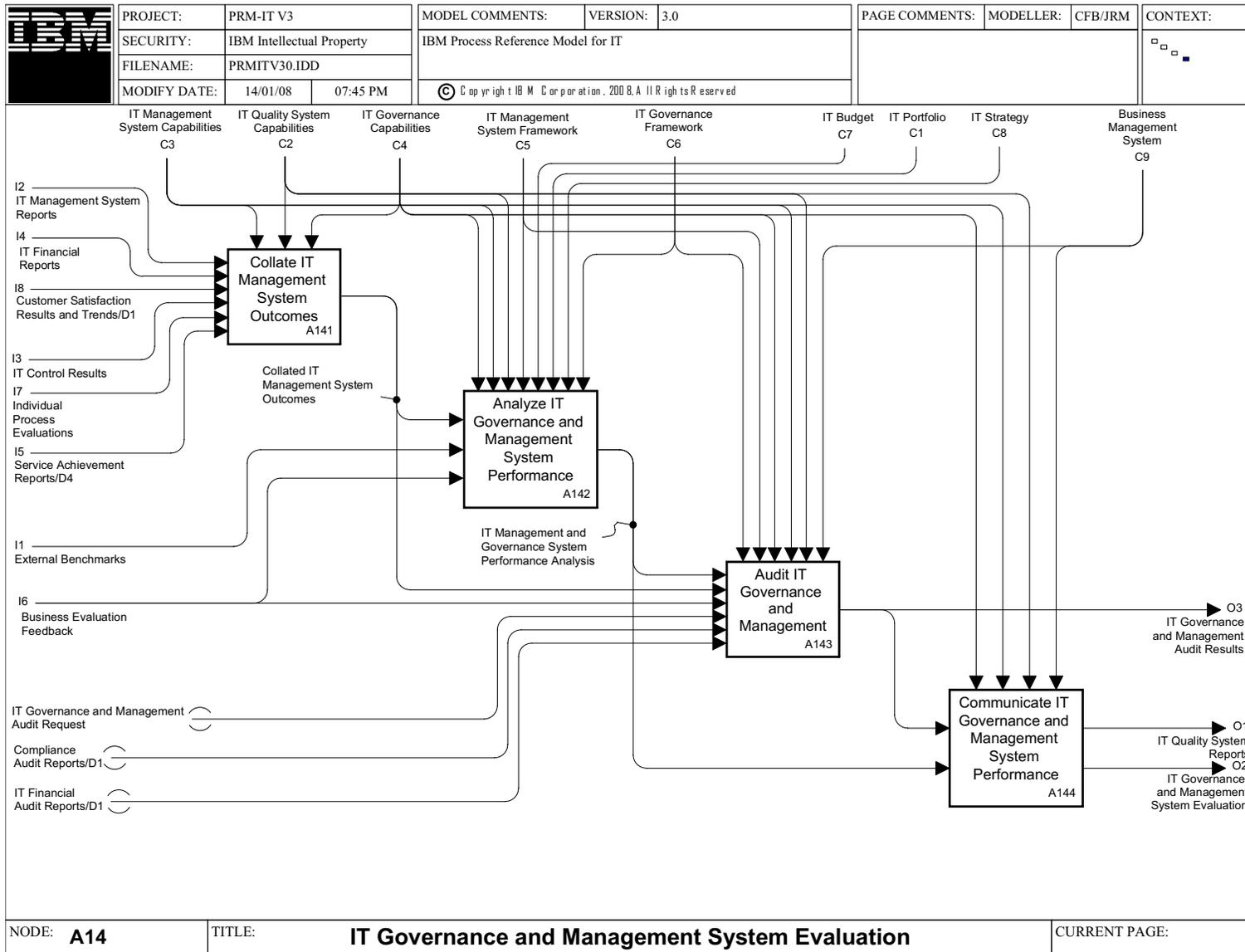
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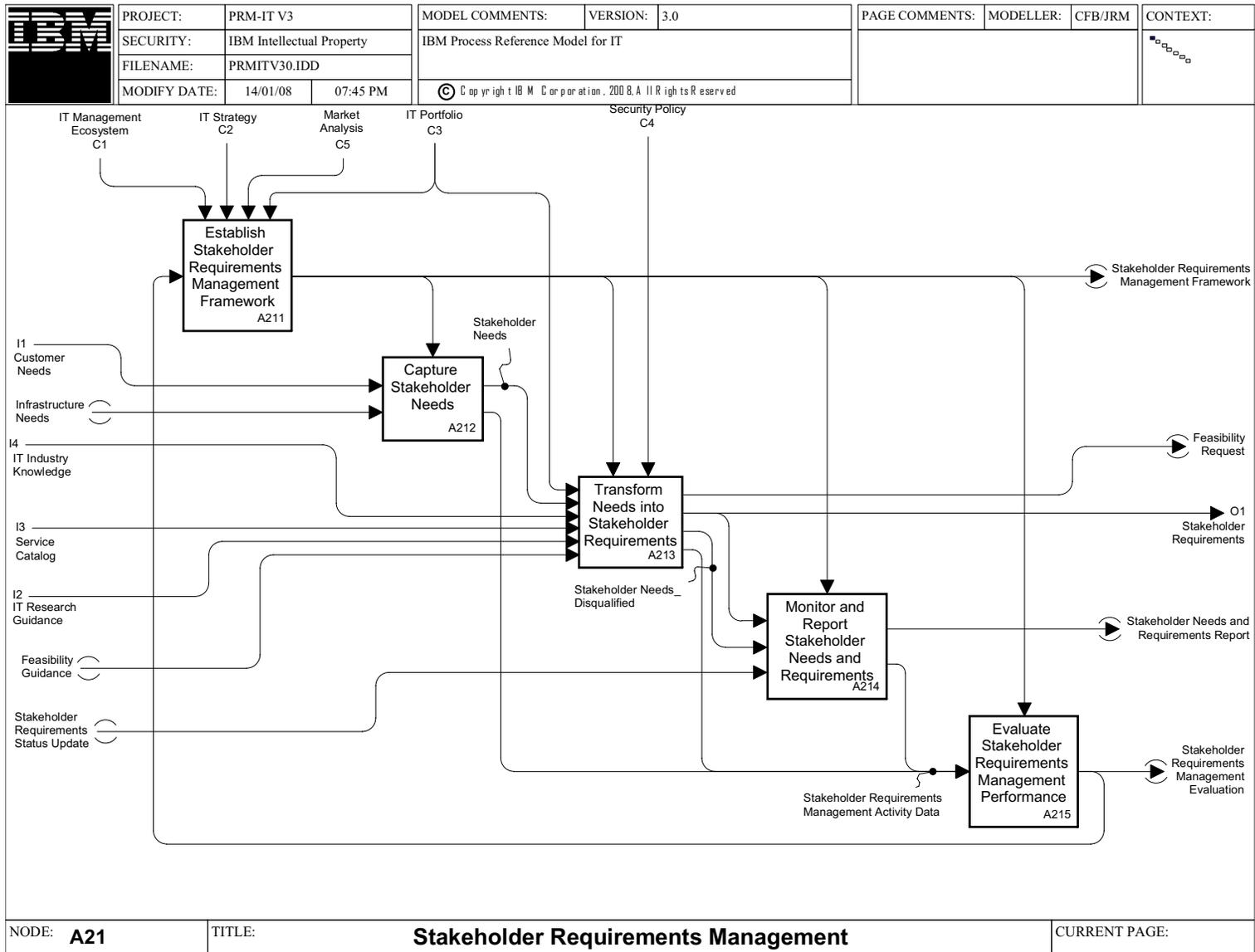
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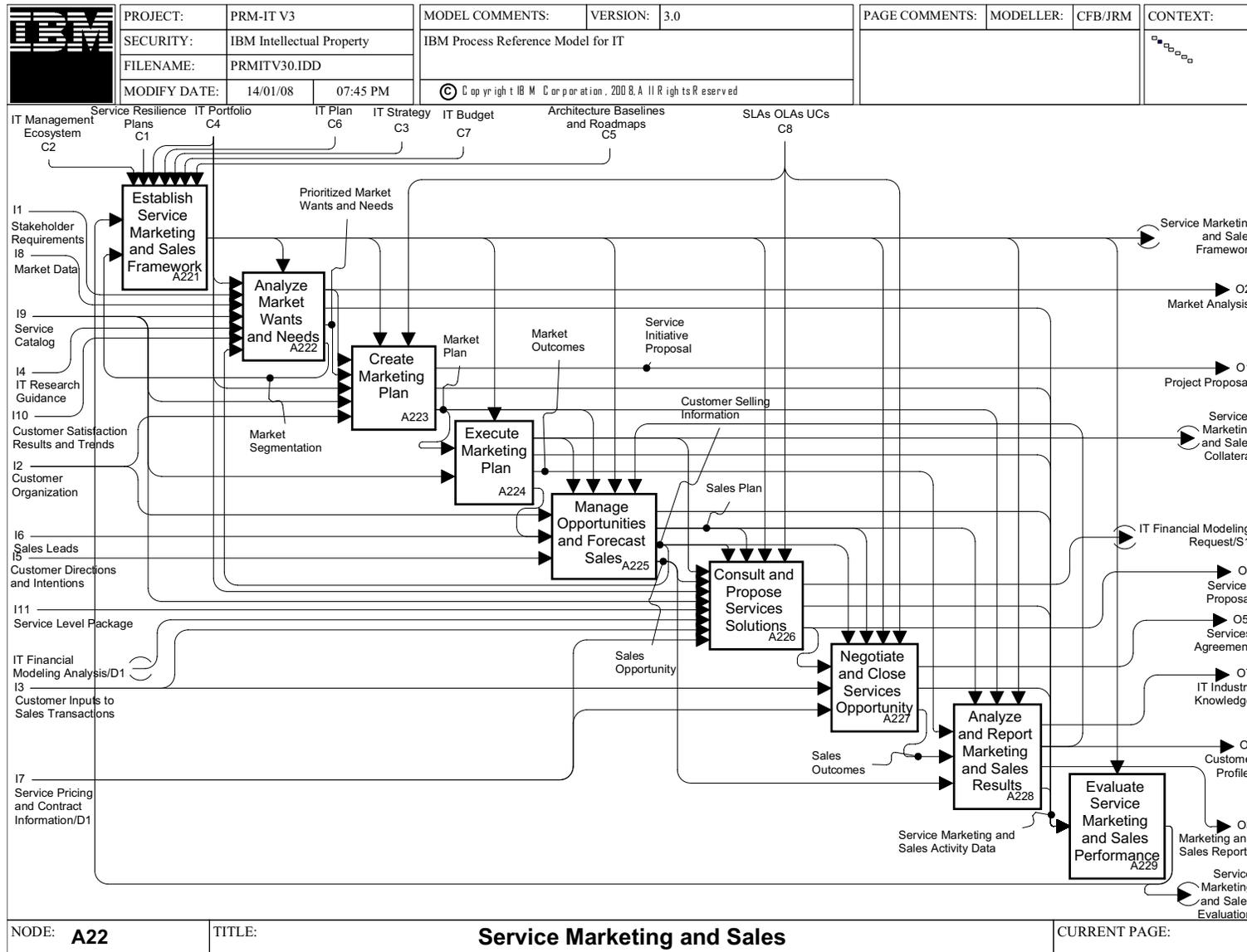
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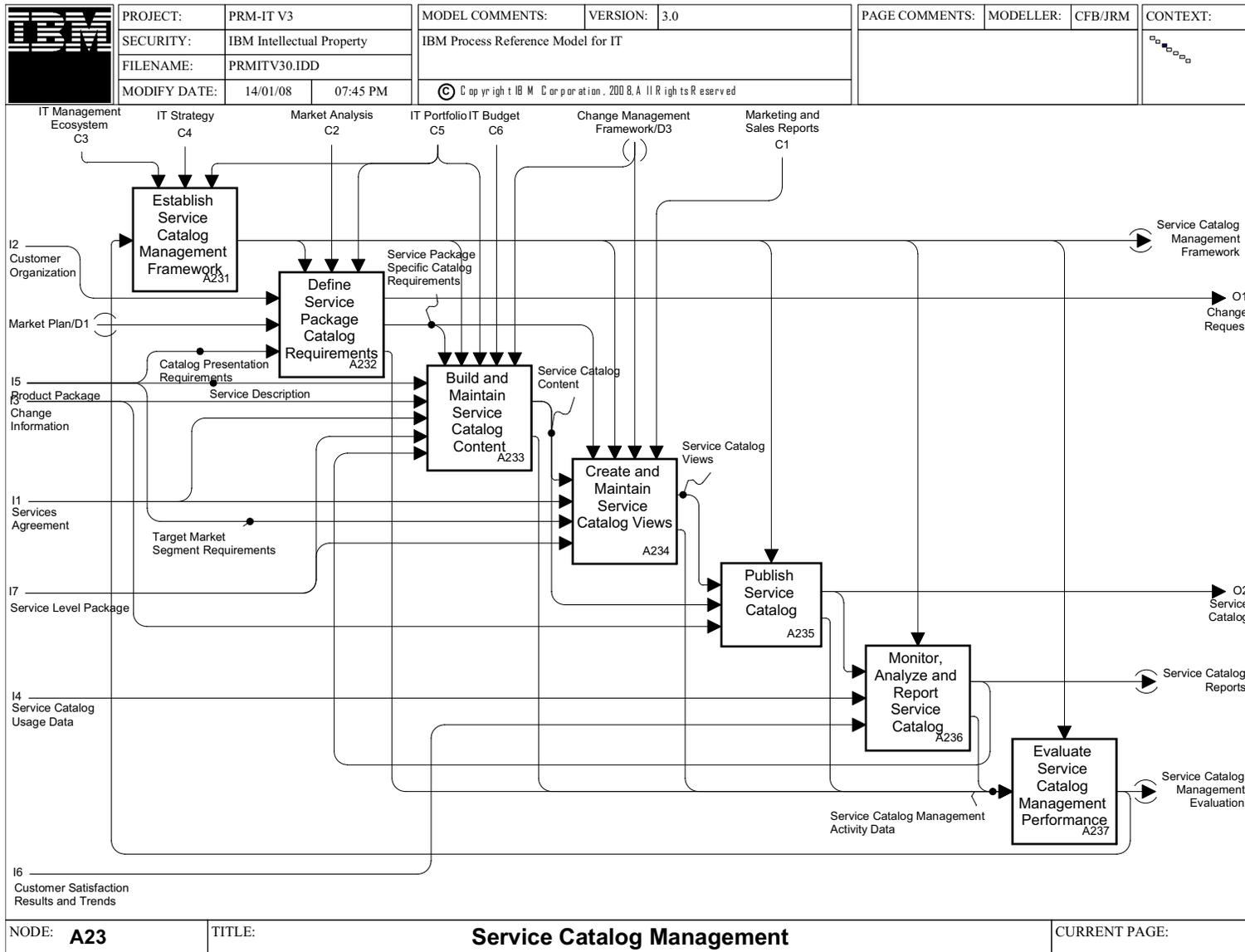
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A22 Service Marketing and Sales

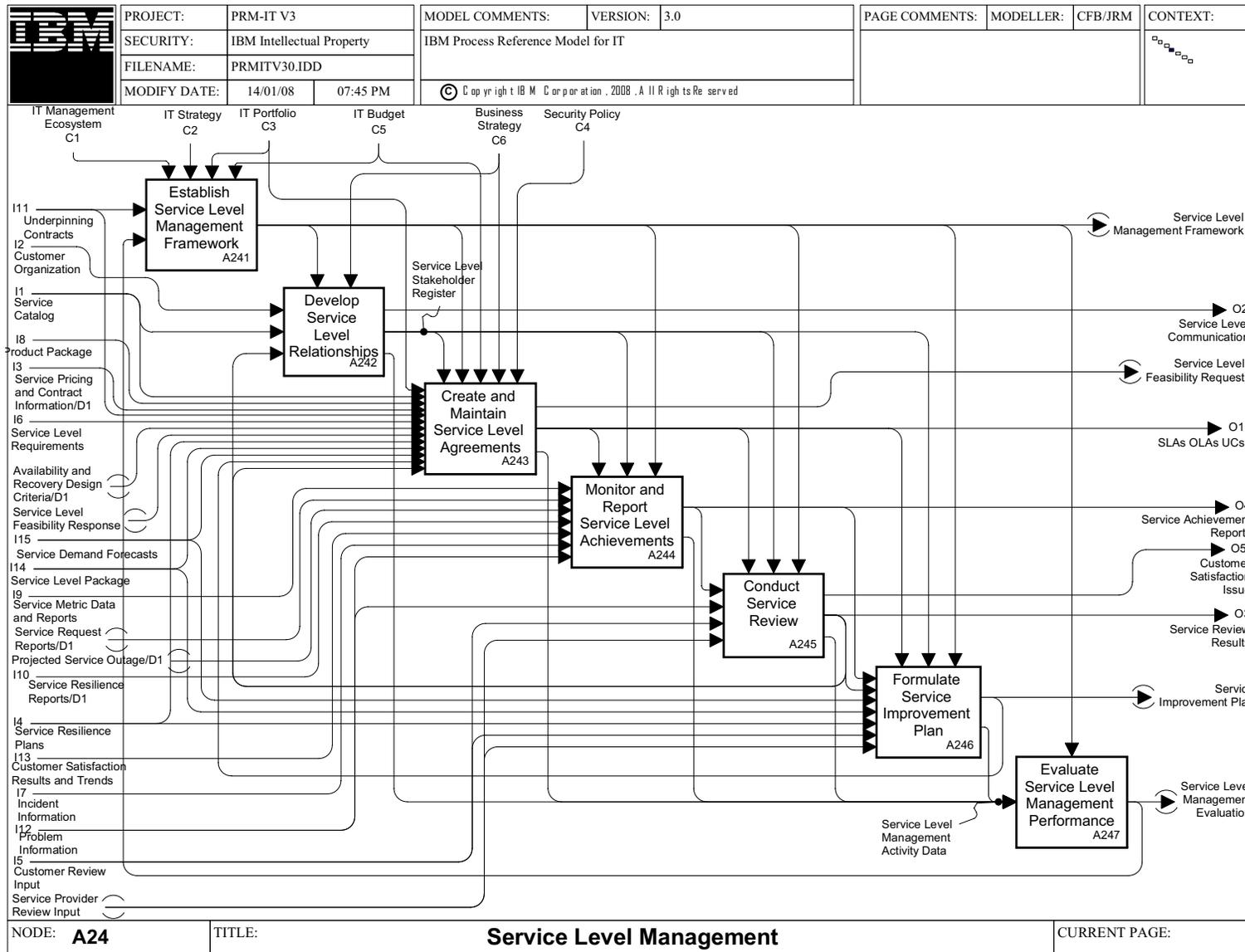


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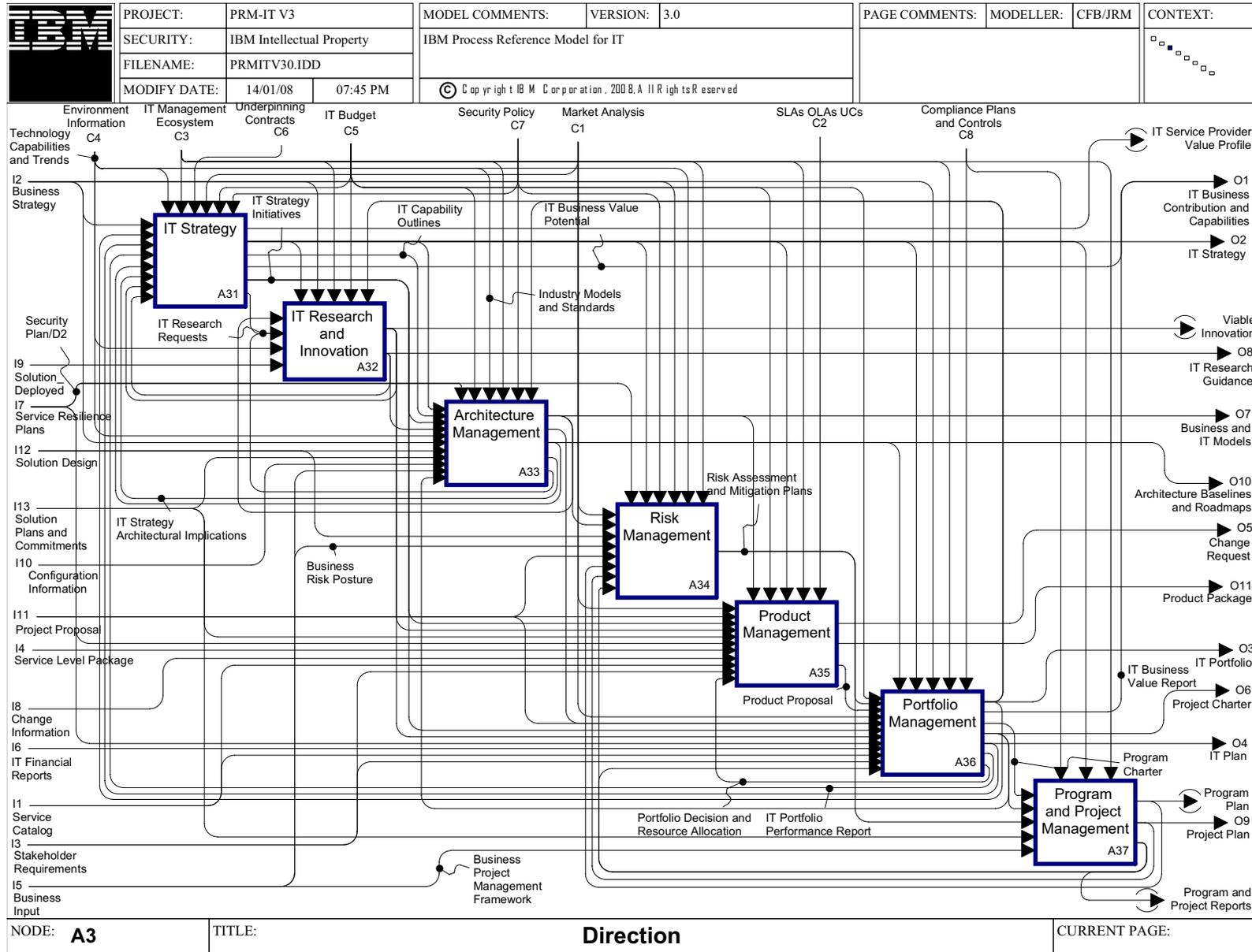


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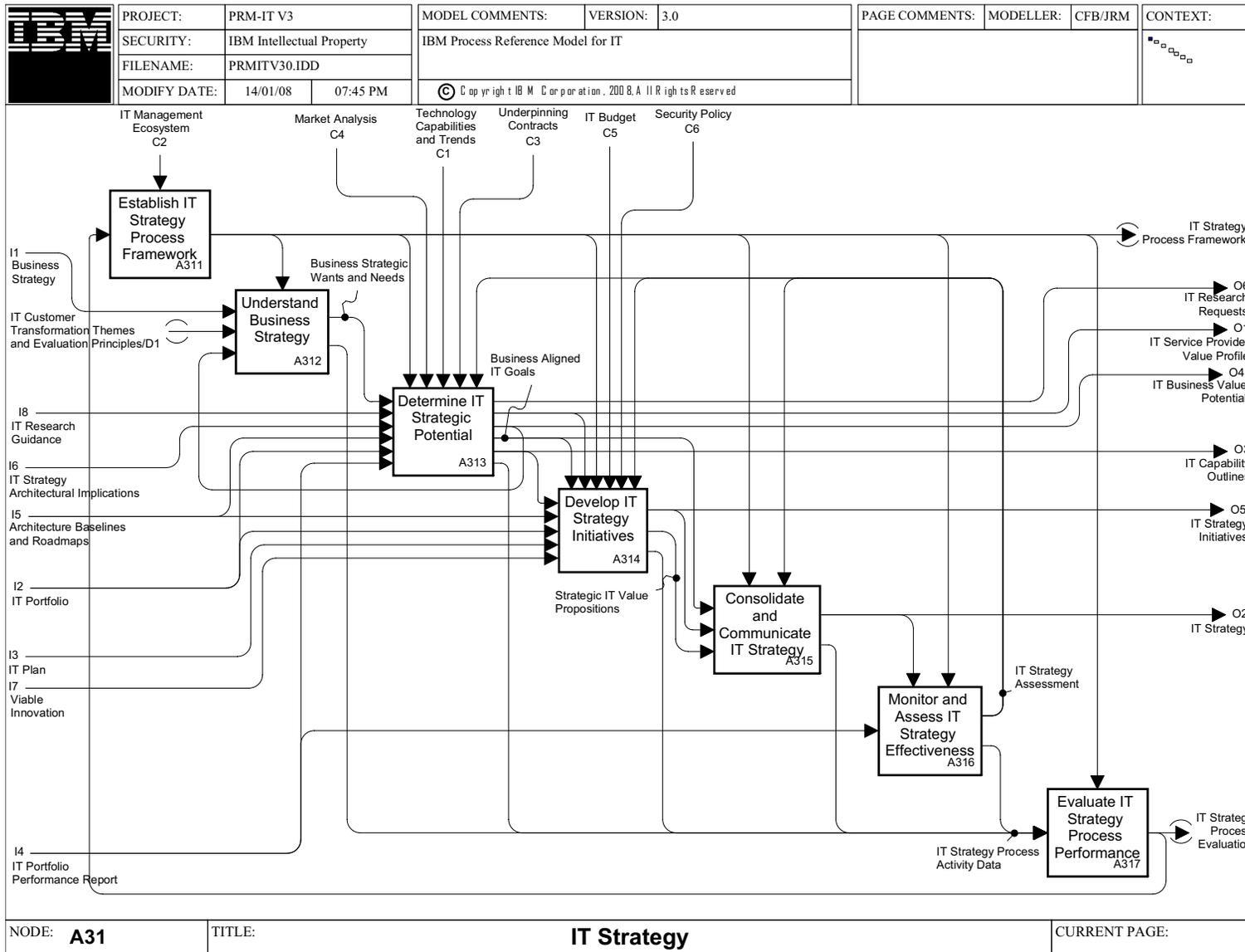
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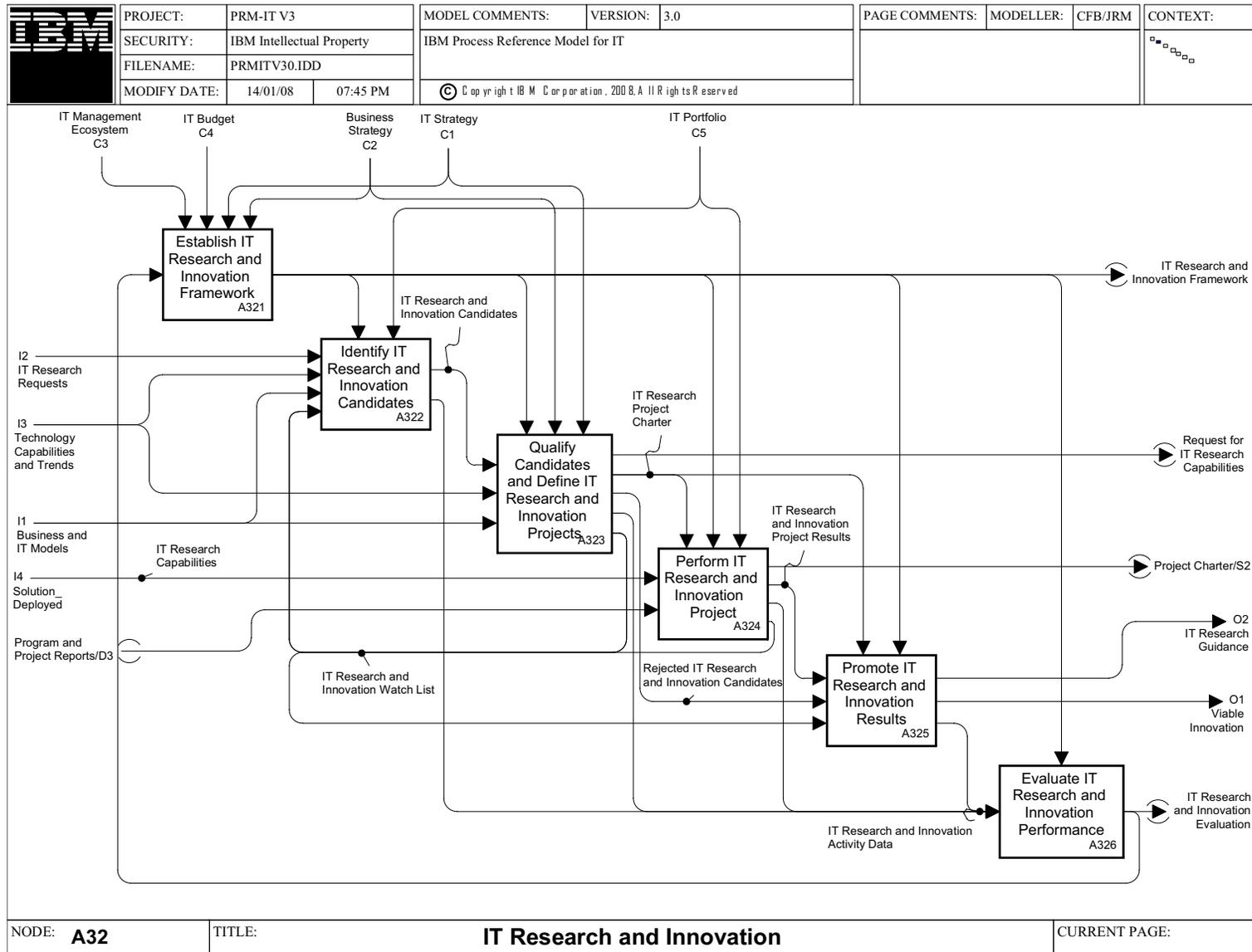
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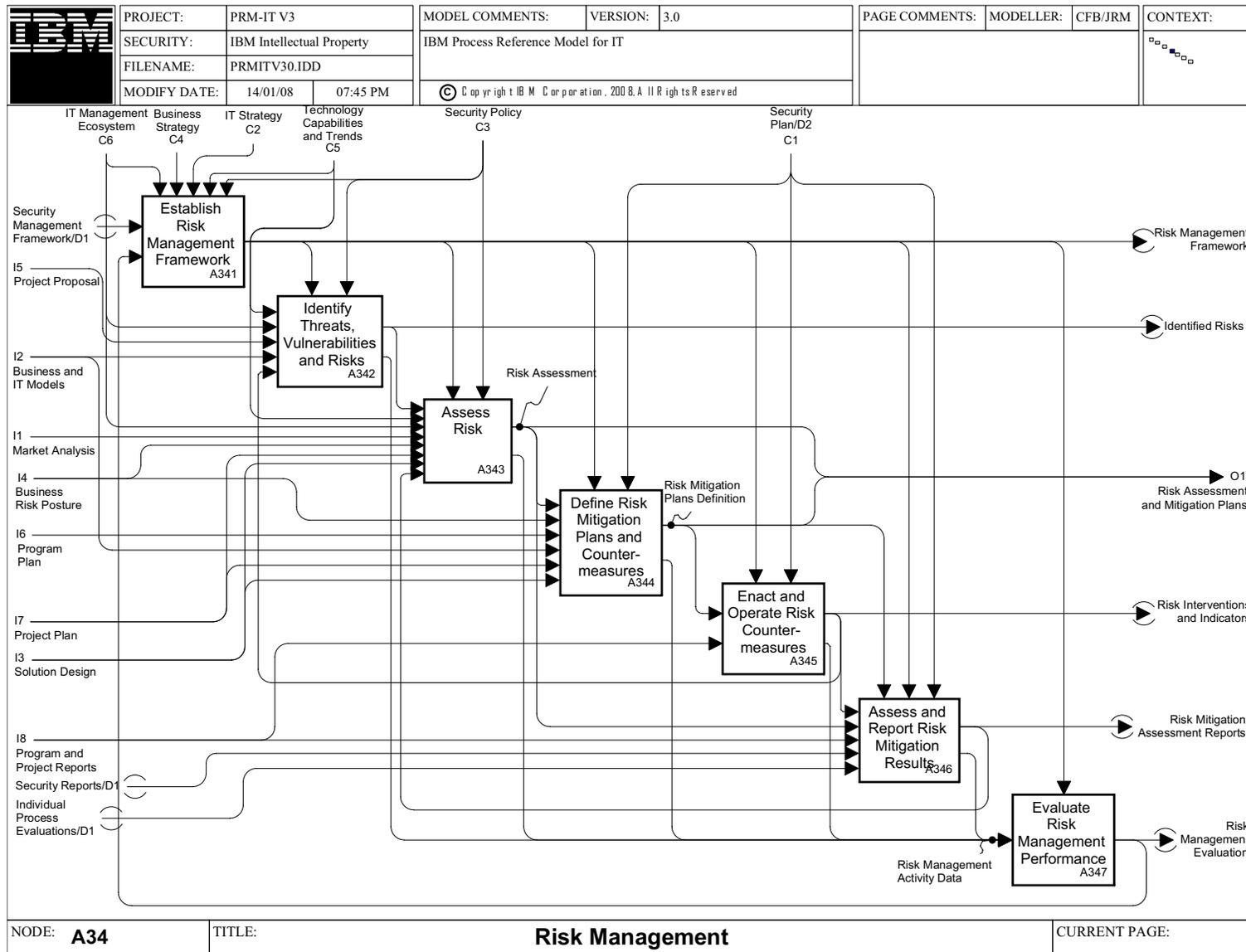
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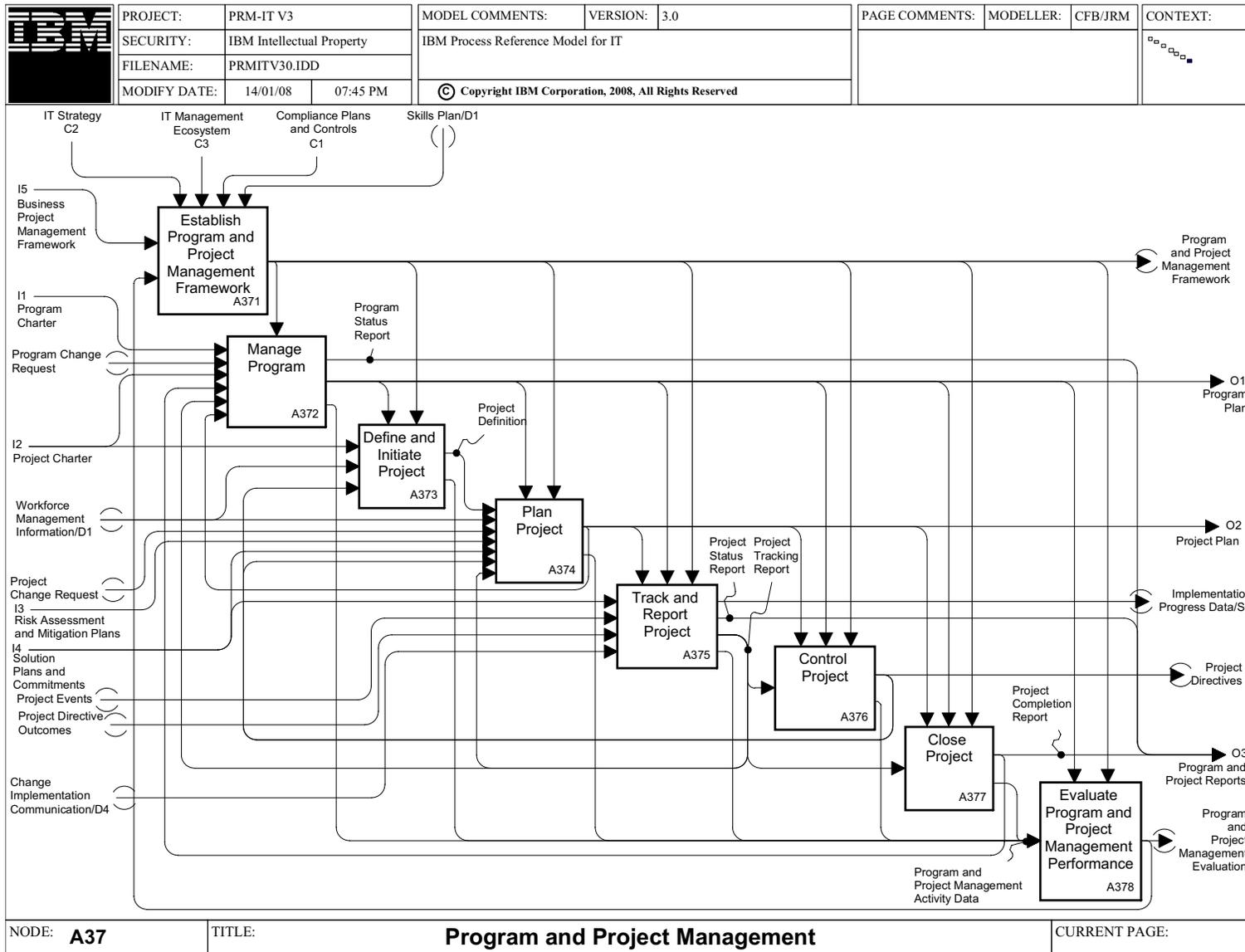
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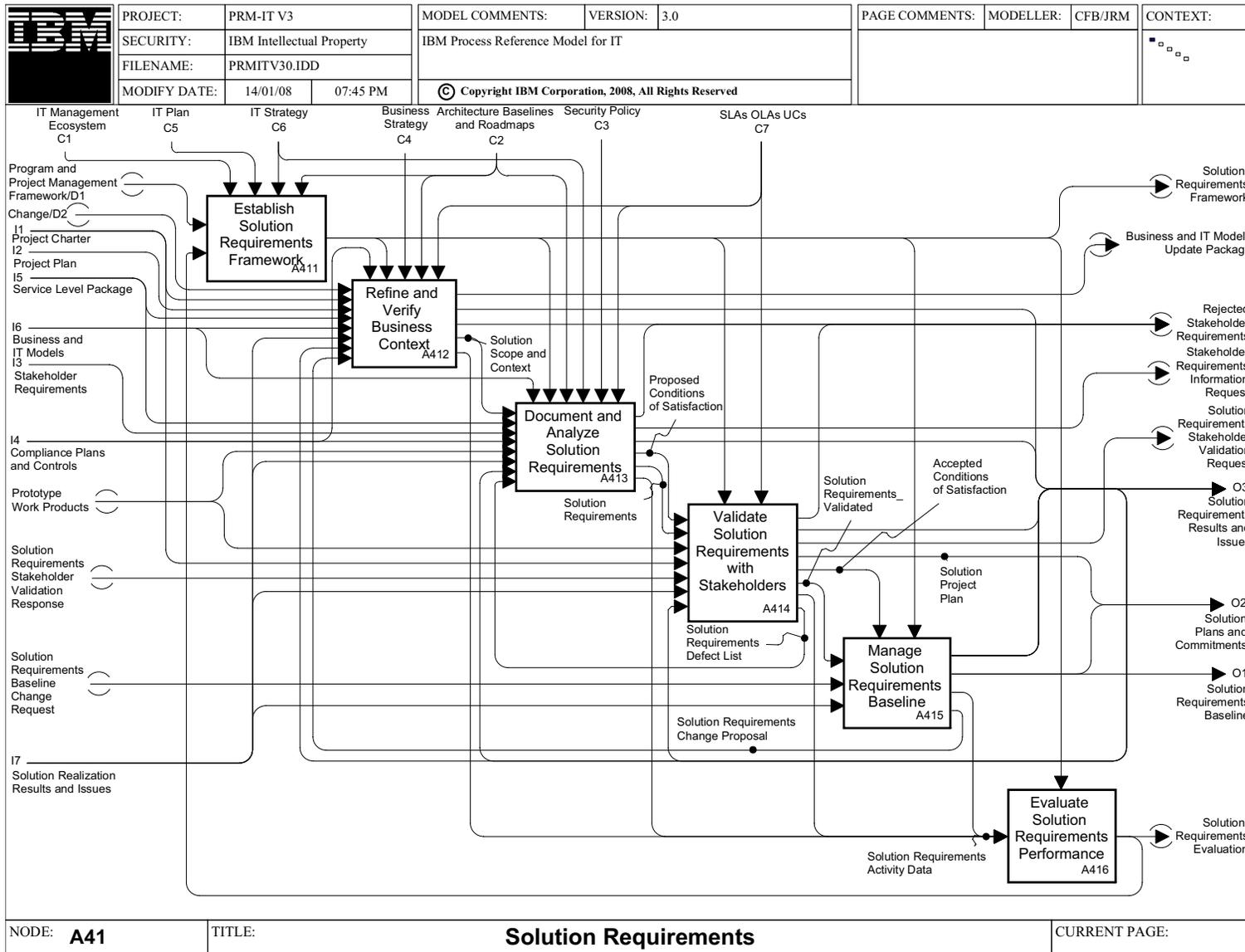
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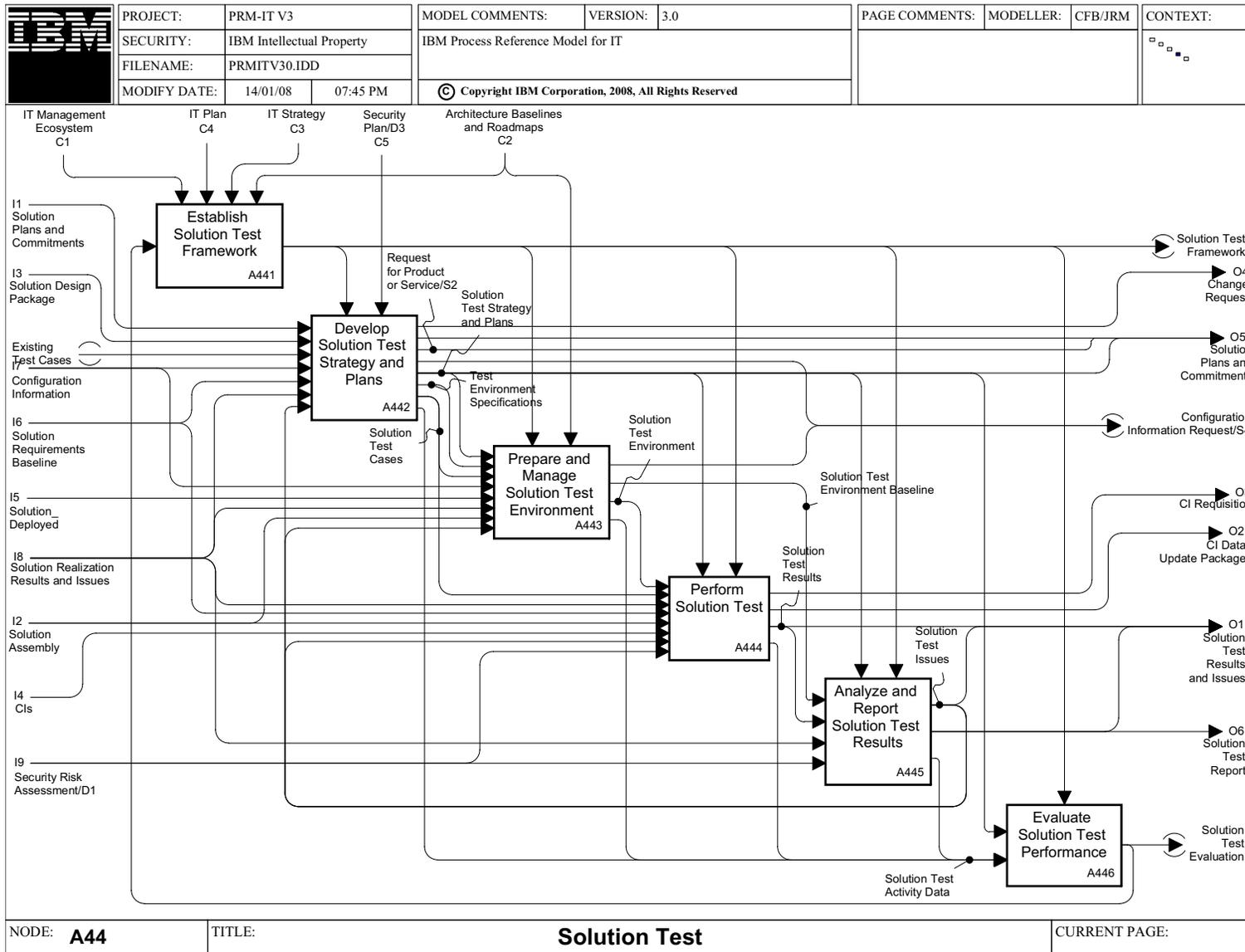


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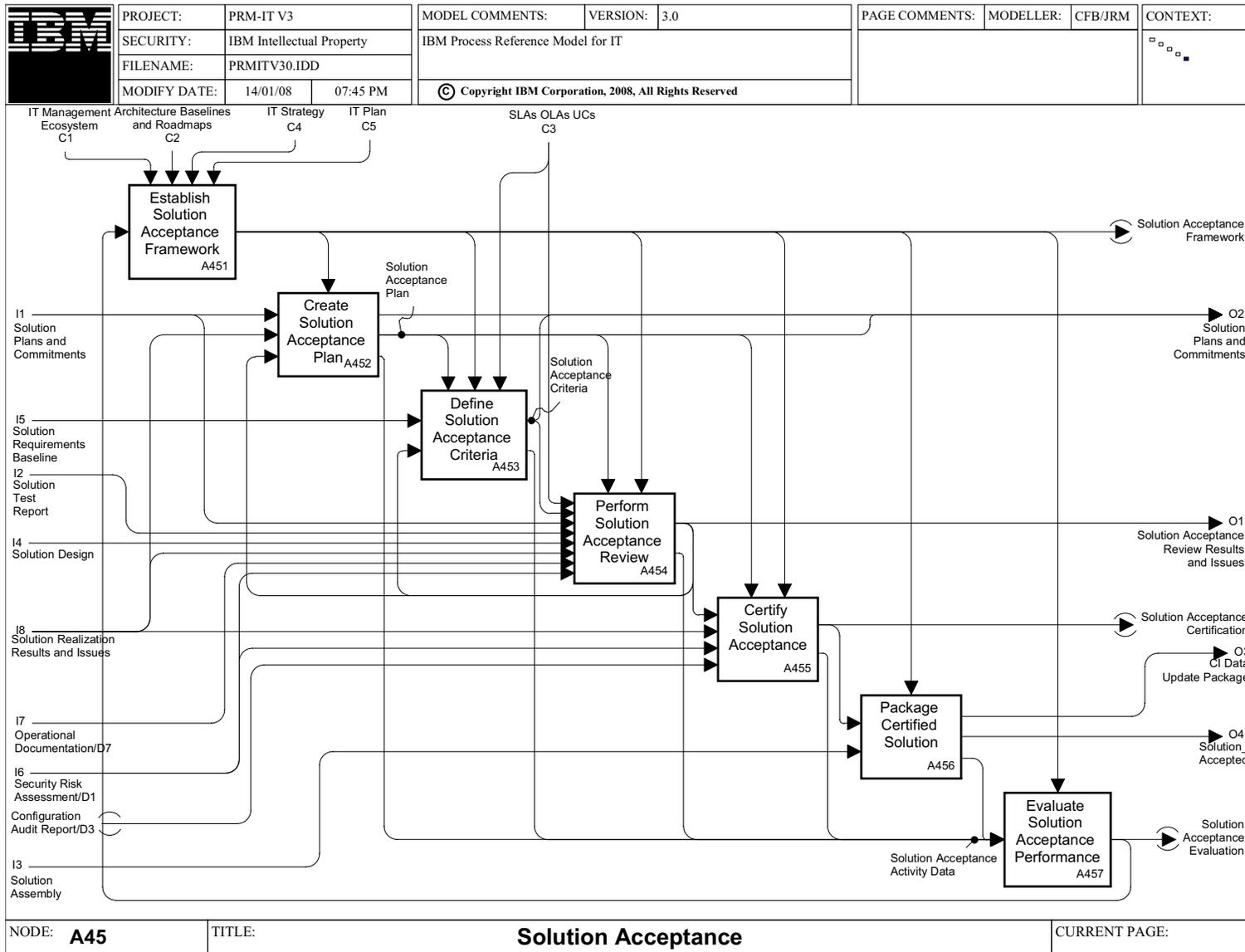


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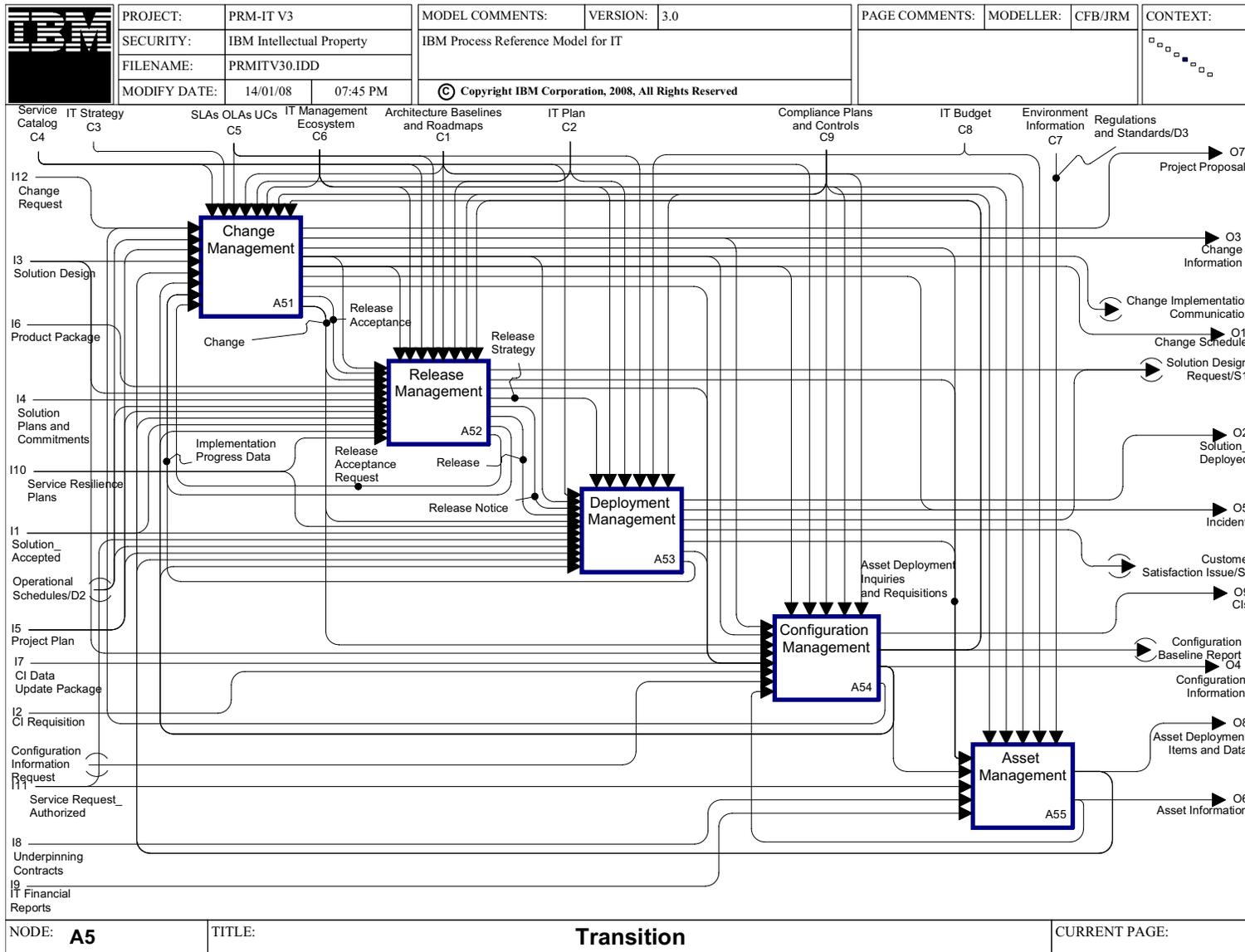


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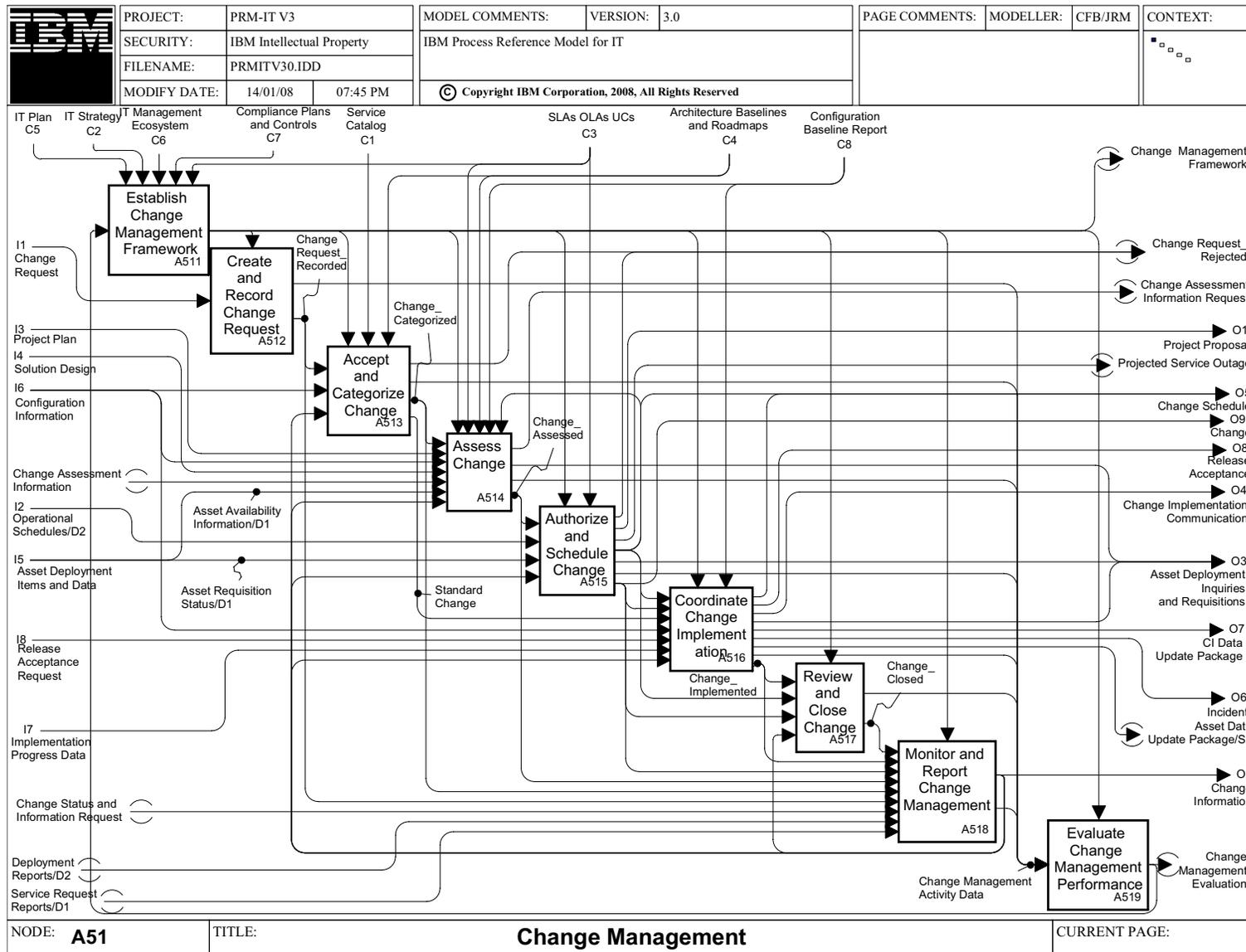


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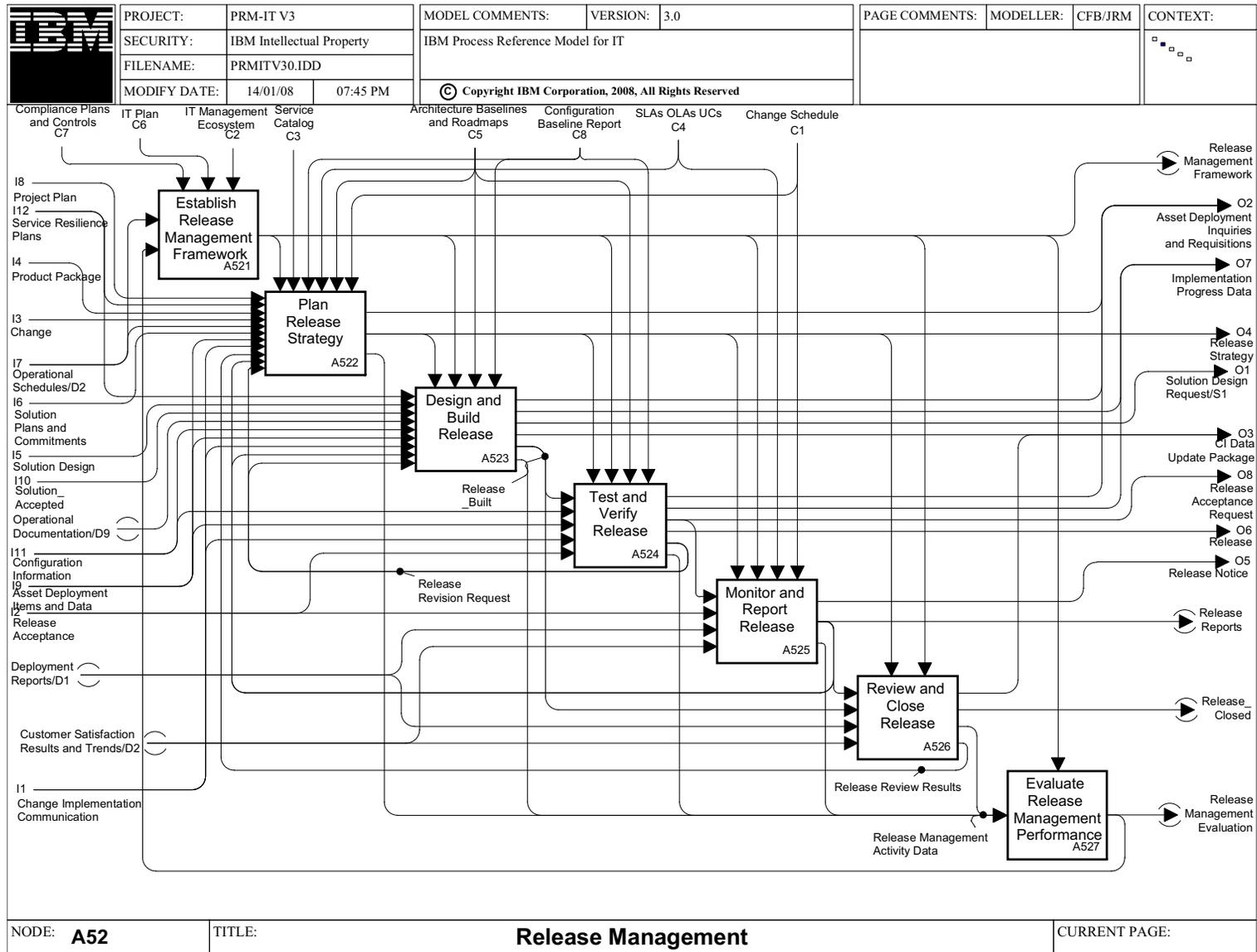
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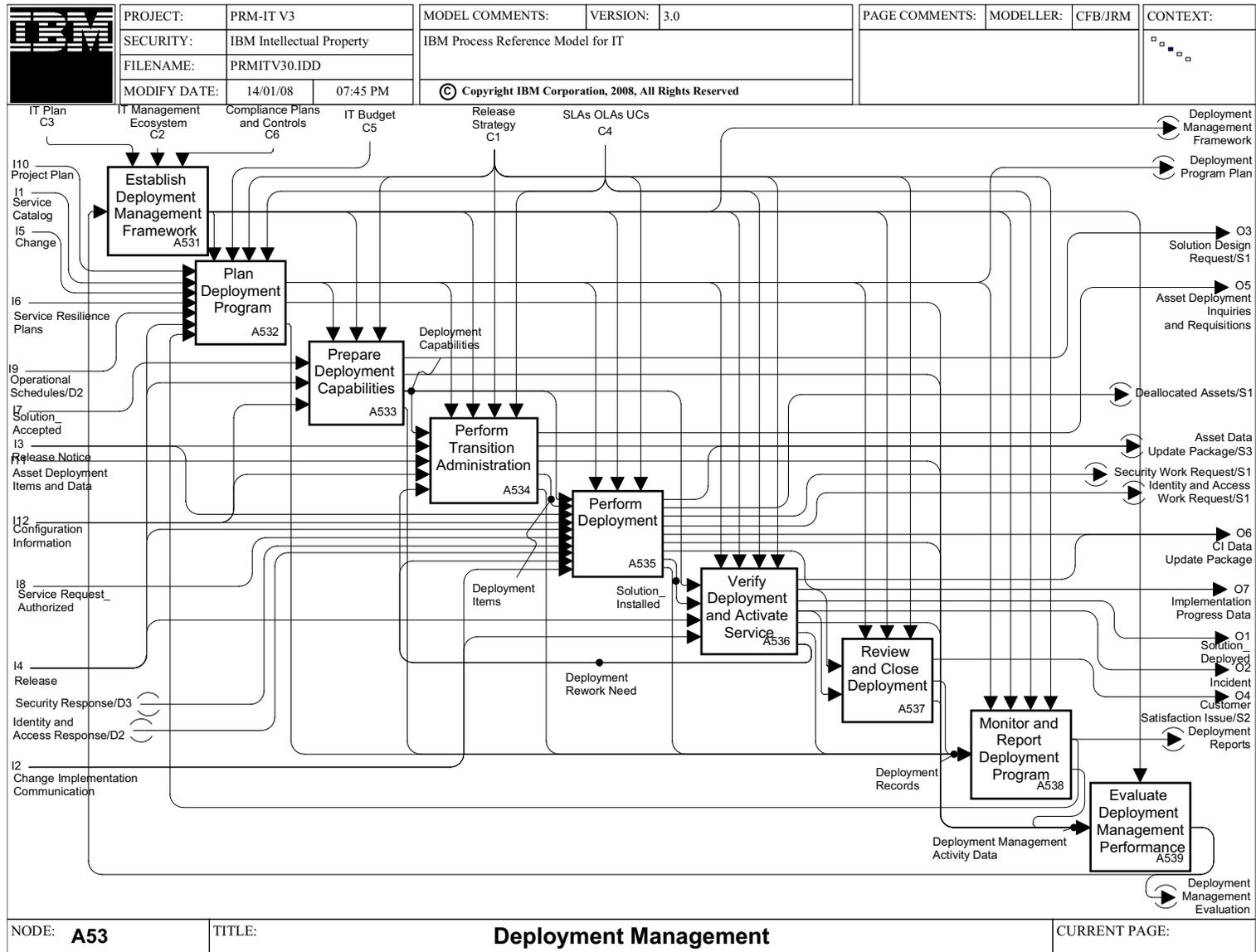
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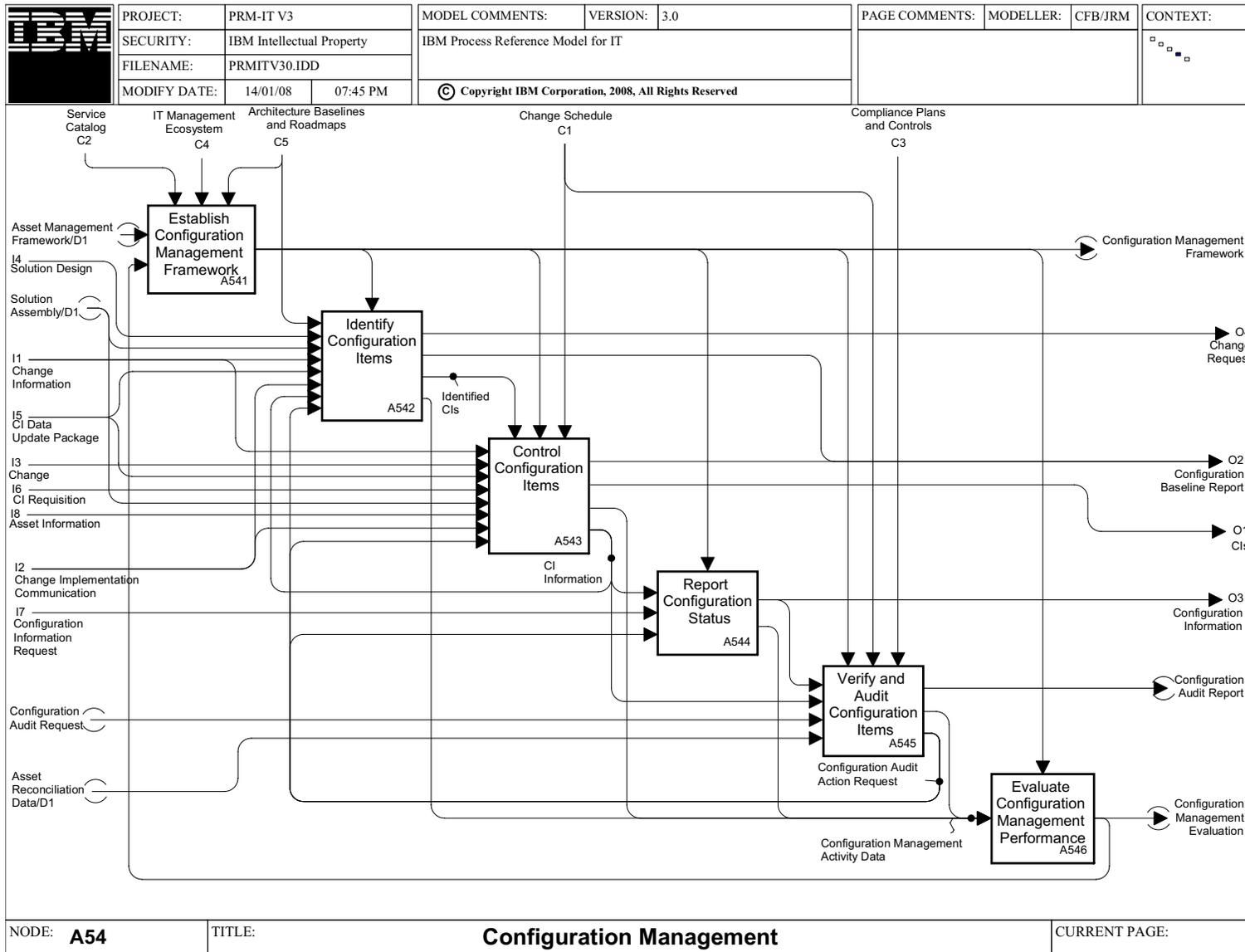
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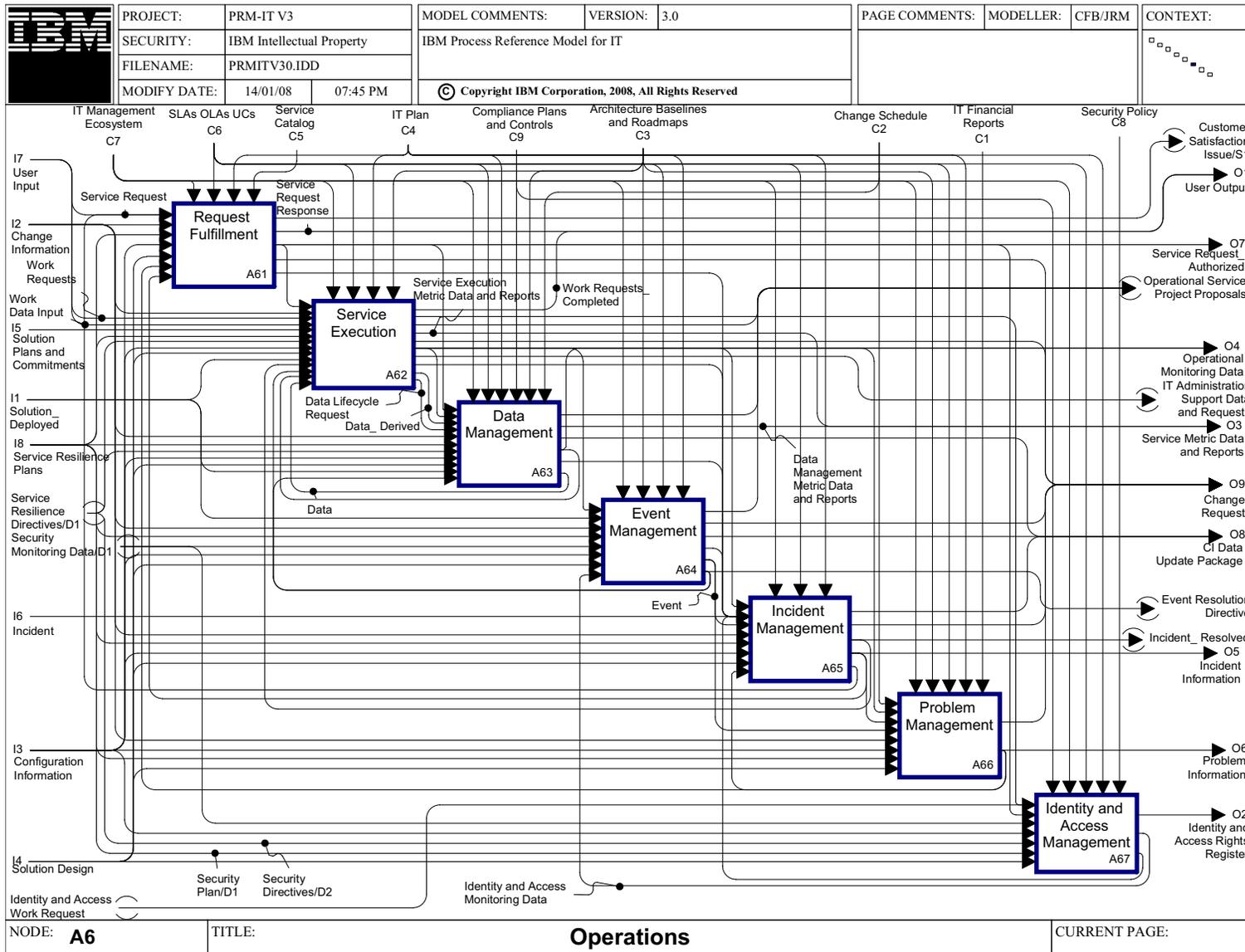
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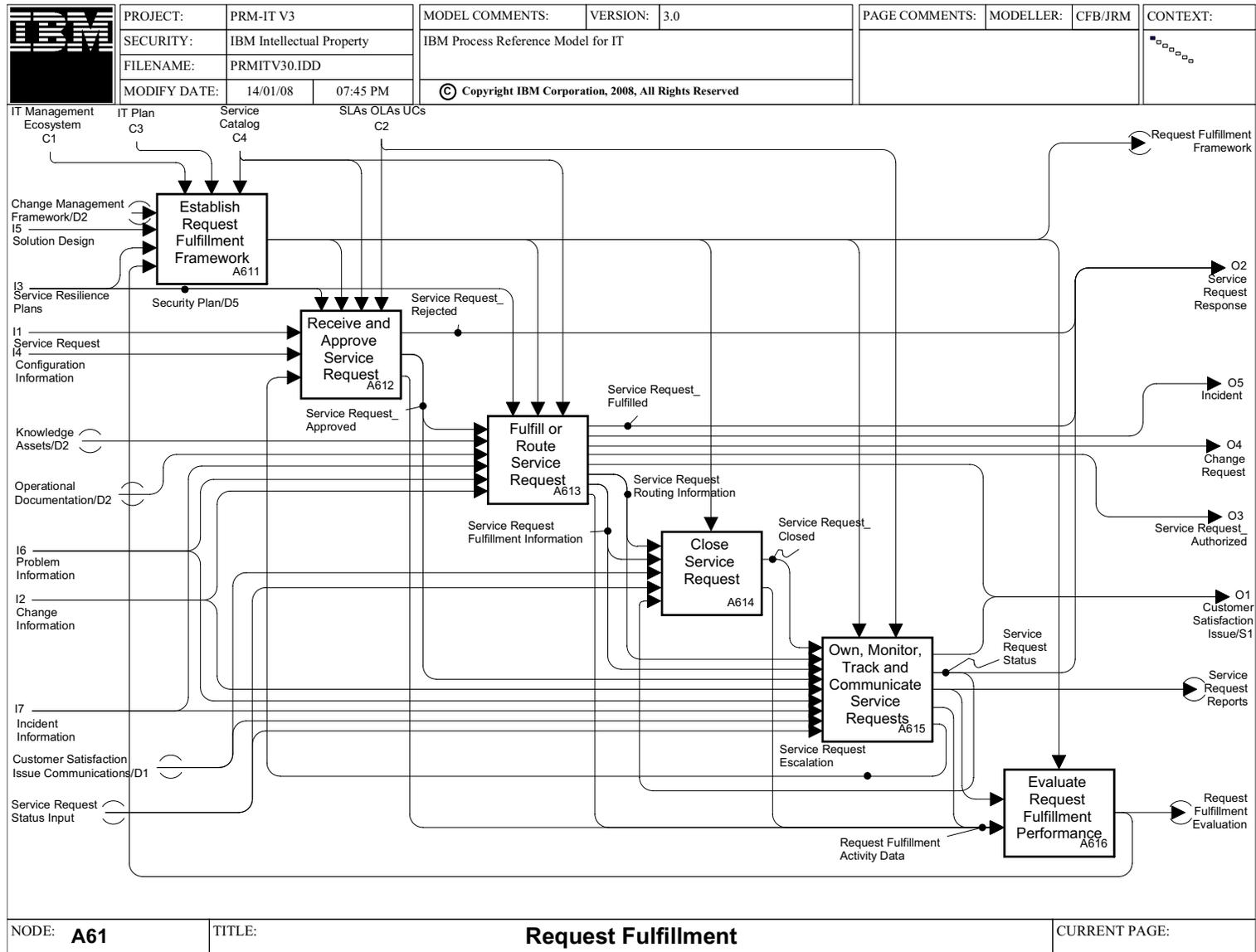
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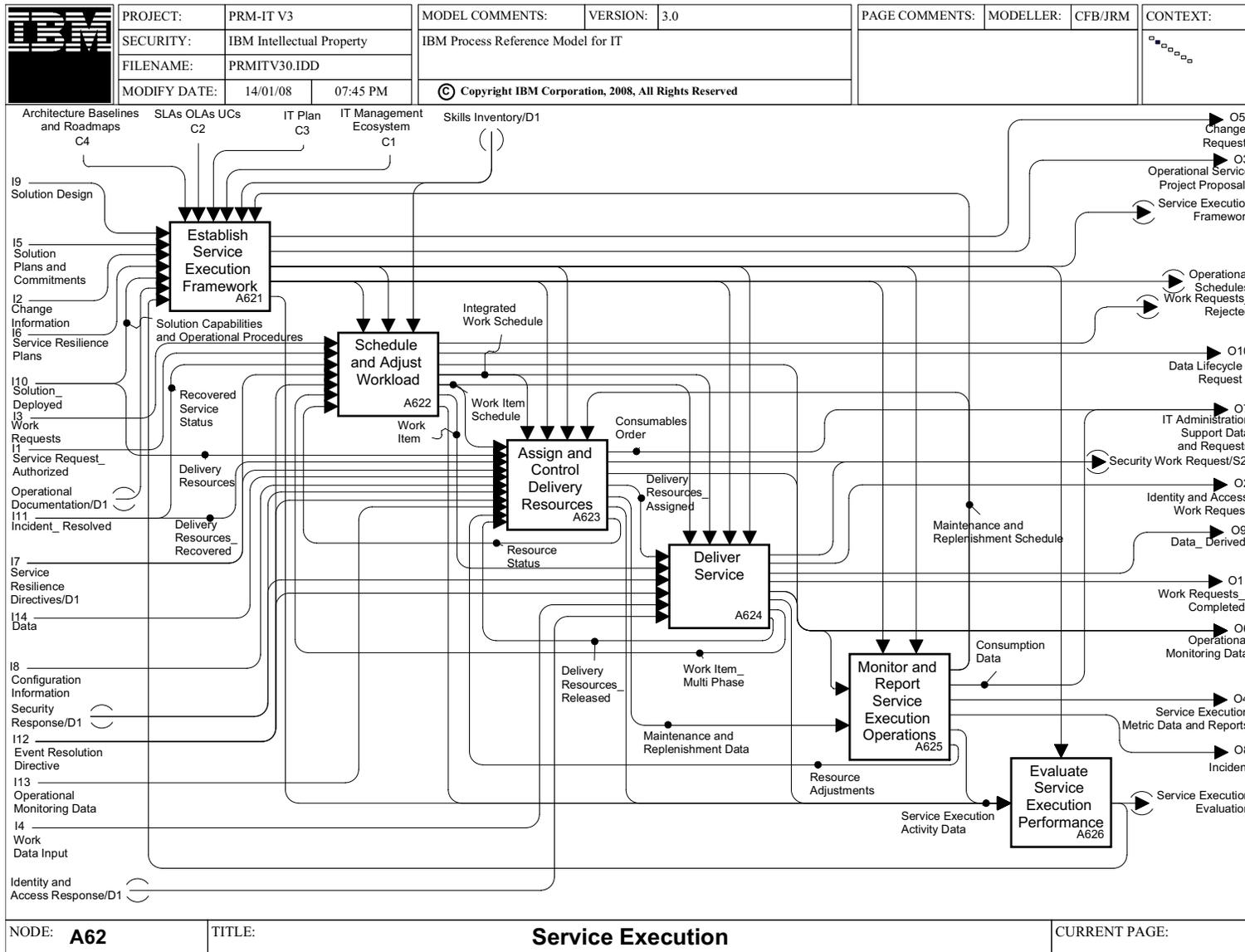
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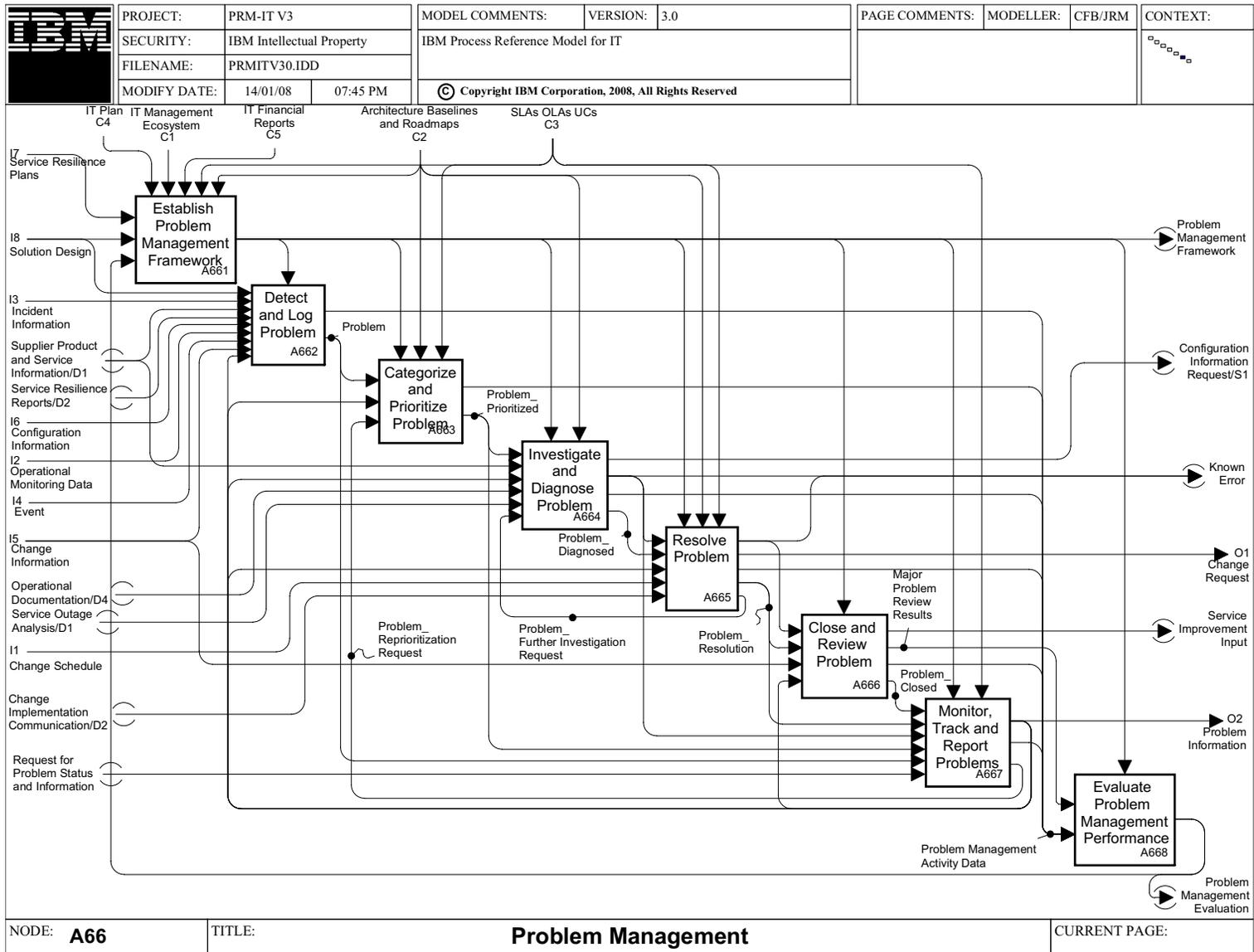
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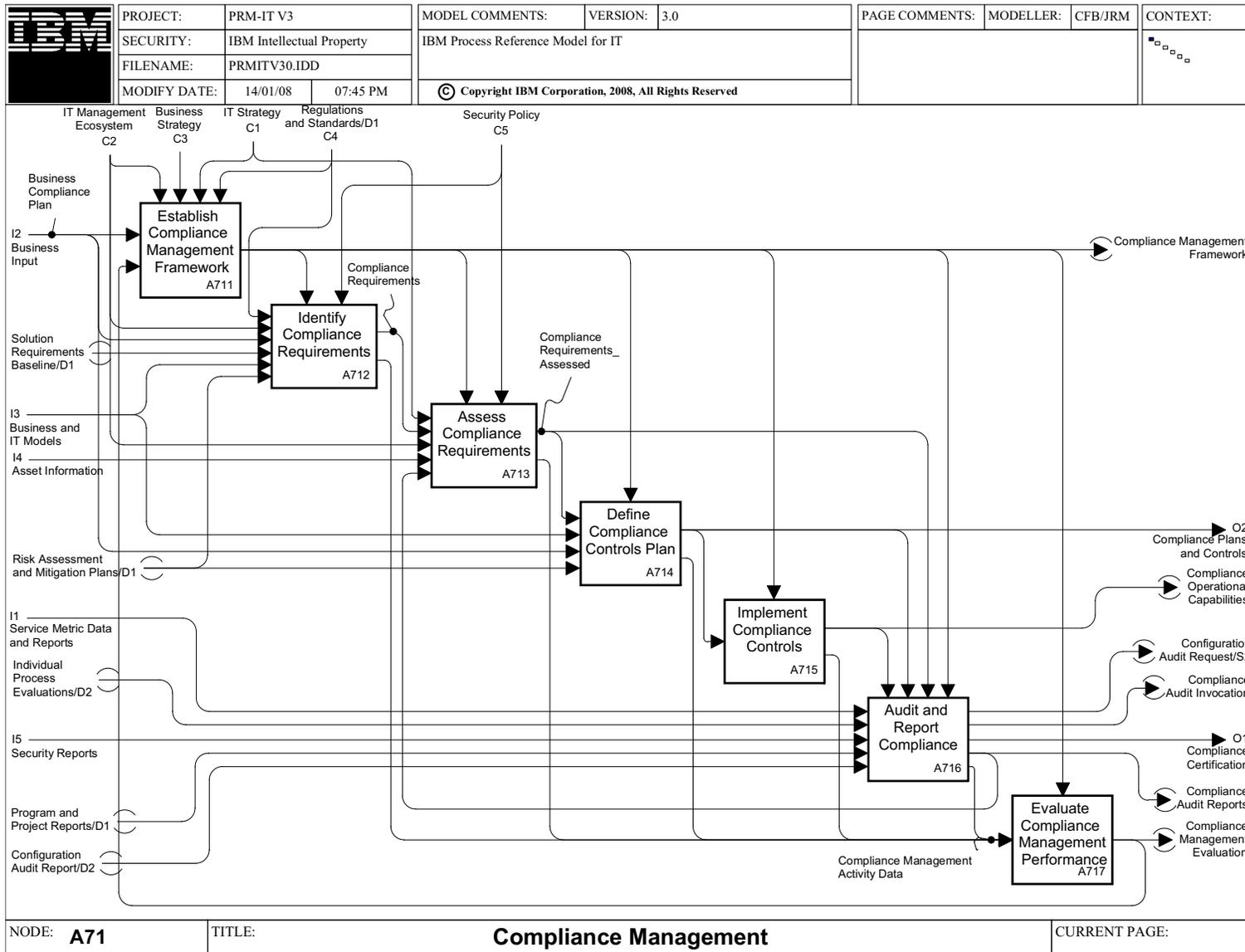
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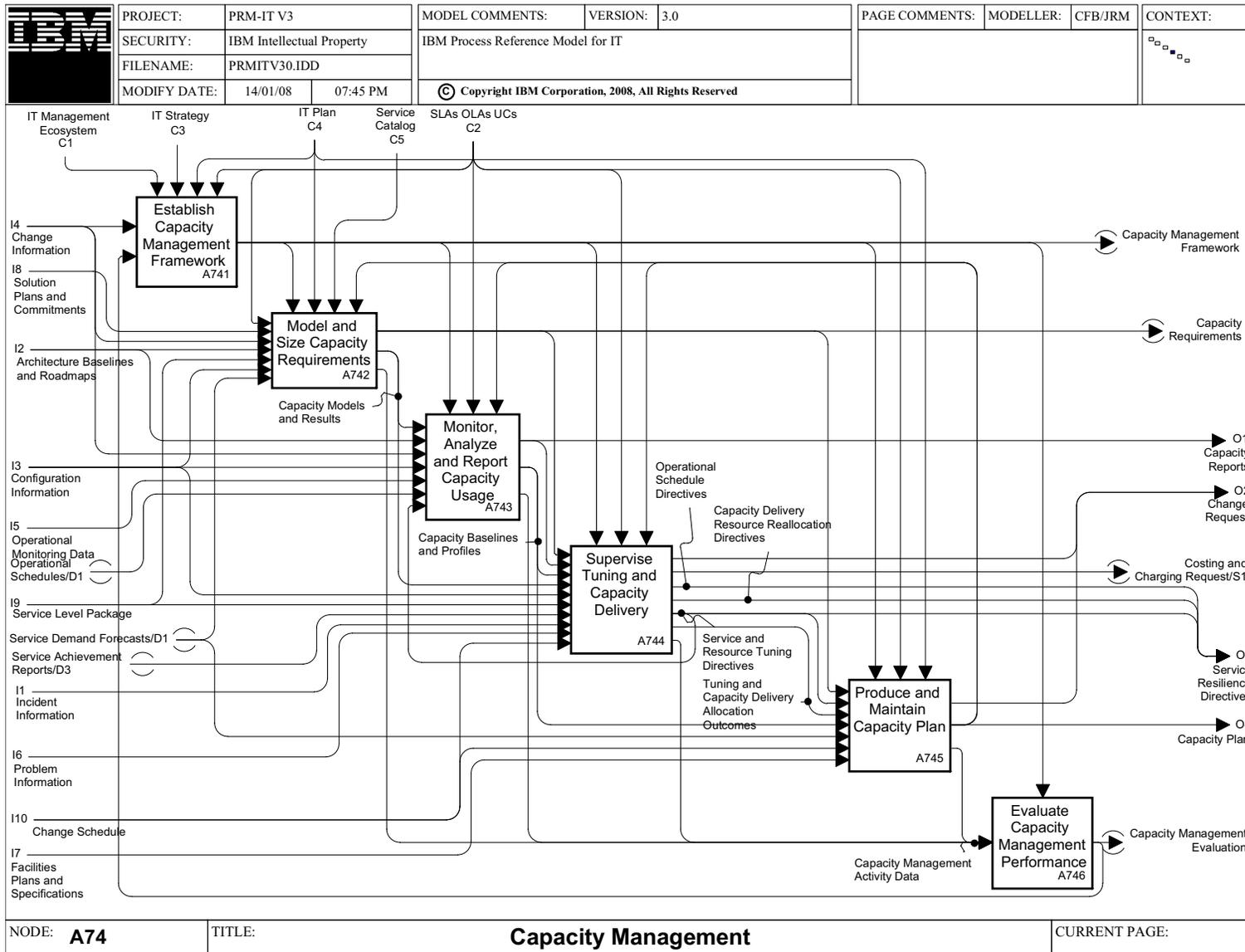
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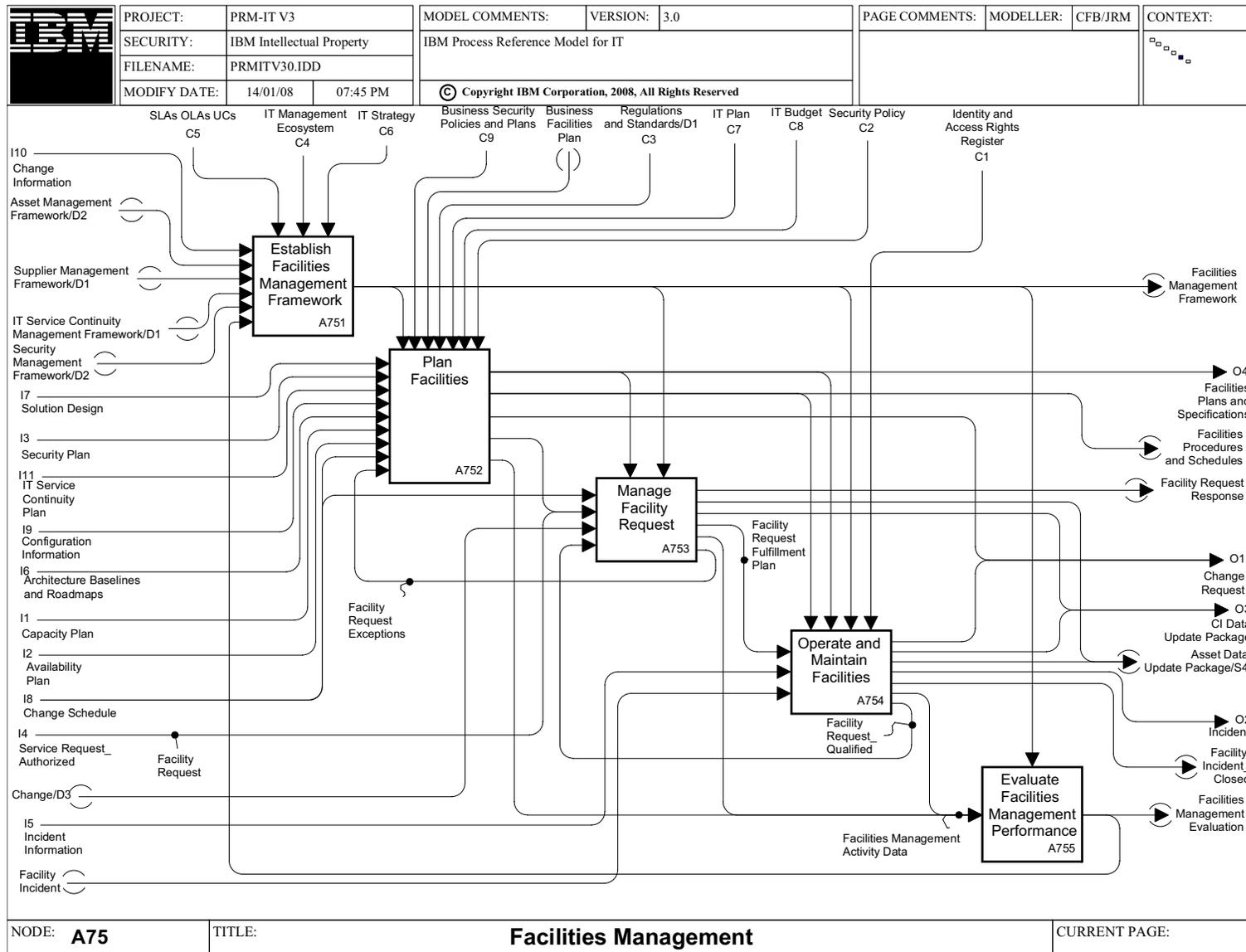
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A74 Capacity Management

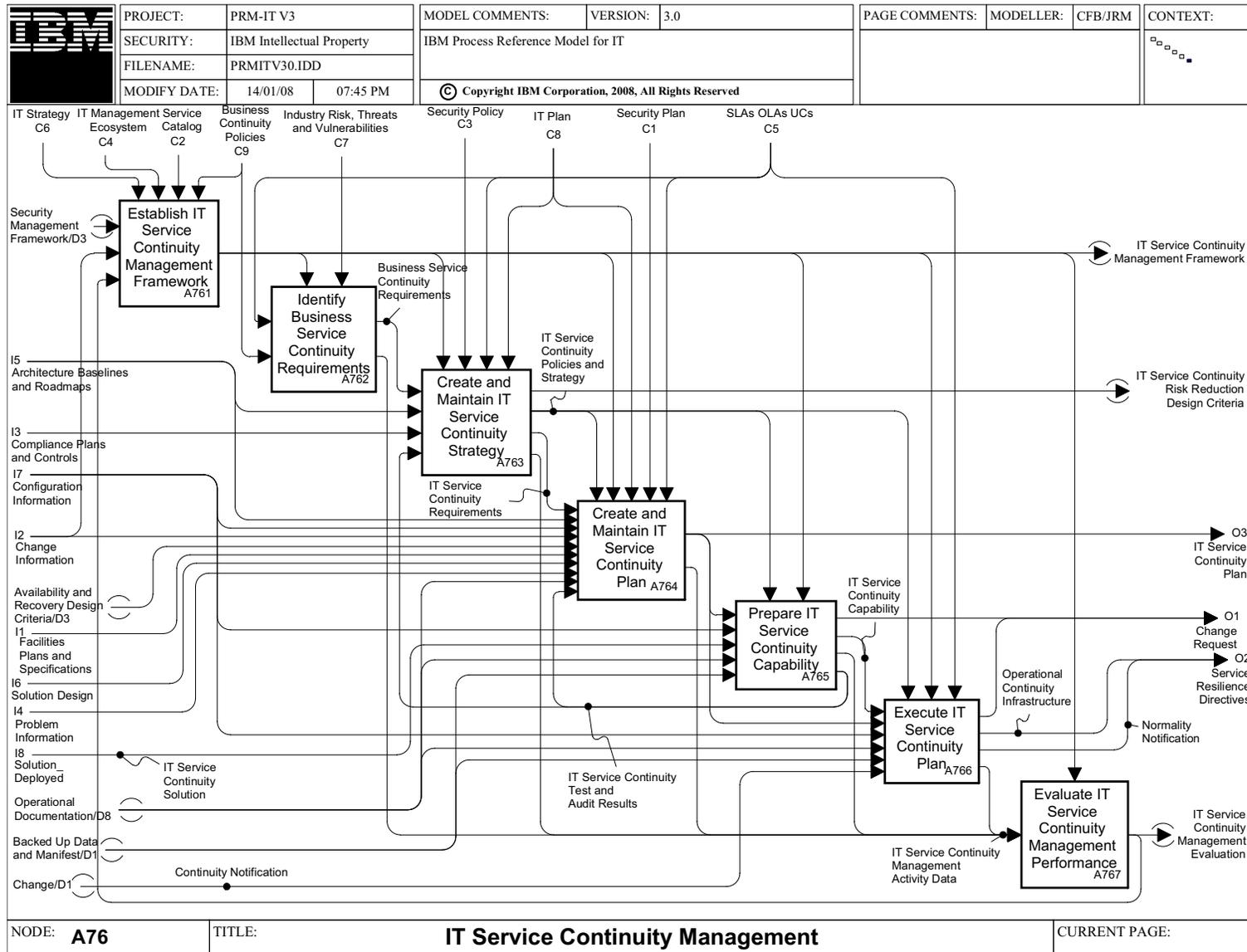


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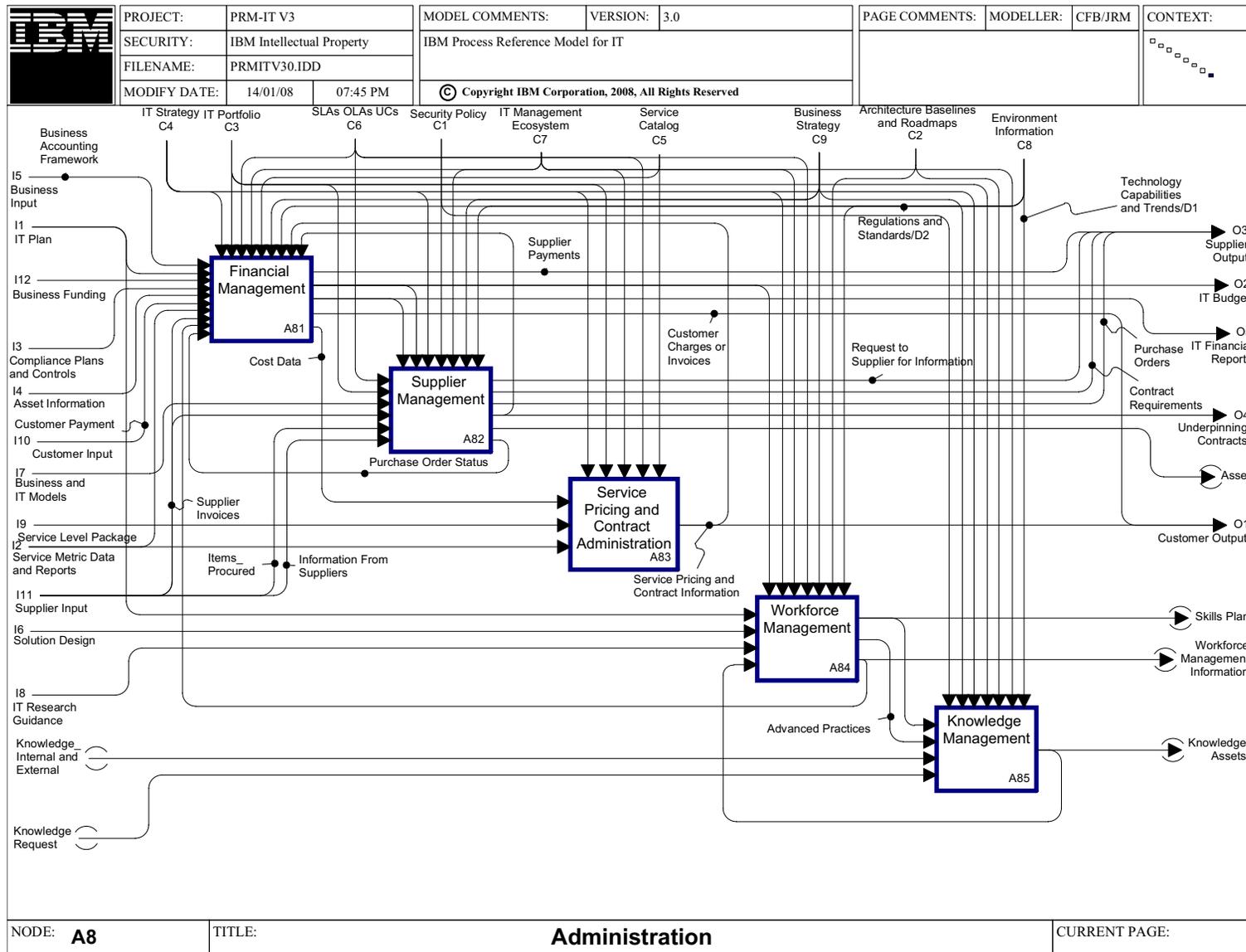


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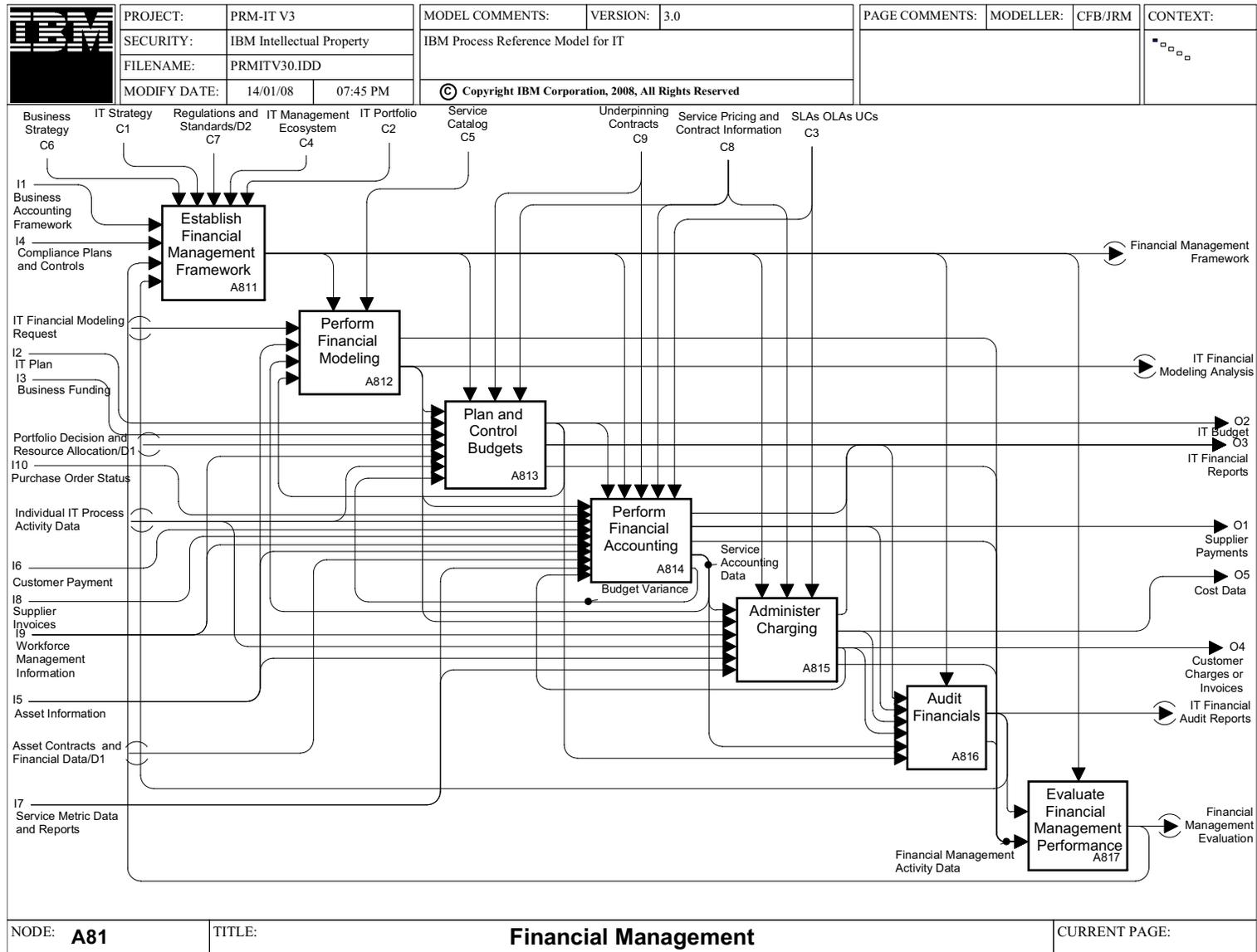
A76 IT Service Continuity Management



A8 Administration



A81 Financial Management



A83 Service Pricing and Contract Administration

