

BDM – General background

- BDM – BTO Data Model
- BDM is the integration data model of the BTO solution
 - BDM is the data-model of the APIs of BTO products
 - BDM is usually not the native data model of BTO products
- In version 9.0 BDM is the native data model of UCMDB

BDM – Business Domain

- BDM Business domain includes entities like:
 - BusinessFunction
 - BusinessProcess and BusinessActivities
 - BusinessService and InfrastructureService
 - BusinessApplication and BusinessTransaction
- Organization and Person
- Service Contracts like: SLA, OLA and UC
- Relationship of Business entities to System/Infrastructure

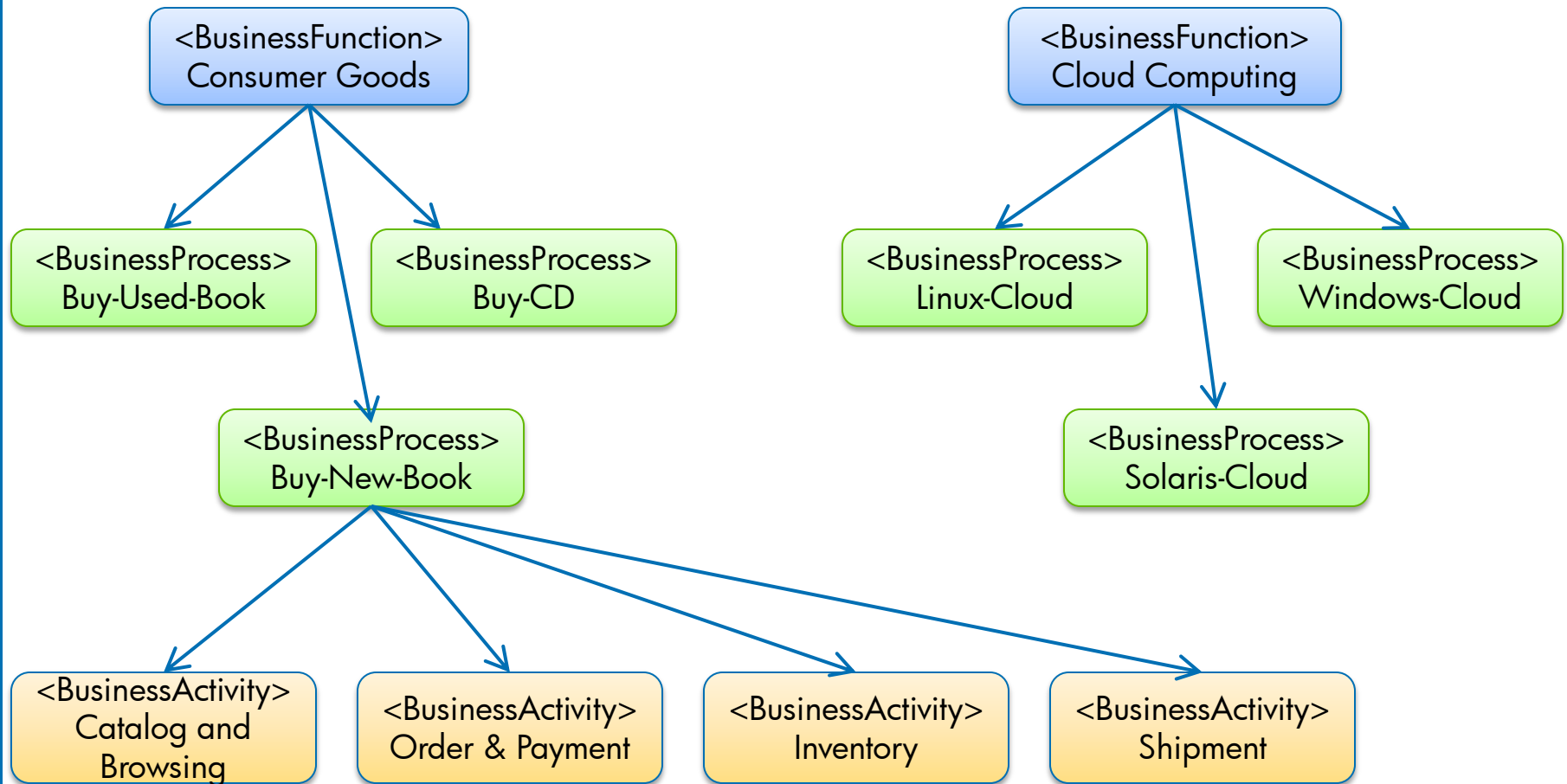
Business Function

- Business functions describe what an organization does, example:
 - Amazon Sale Consumer Goods/Products (books, CDs, Games etc')
 - Amazon Provide Cloud Computing Services
- A business function is composed of a set of business processes that sustain the business function's objective:
 - Producing a product
 - Deliver a service

Business Process, Business Activity

- A Business Process is a collection of interrelated business activities required in order to deliver a service or product
- Examples: Amazon Buy-New-Book business process
 - Activities: Book catalog and Browsing, book order and payment, book shipment, book inventory
- A Business Activity might be triggered automatically or manually by a user
 - Example: Inventory management might be automatic or manual

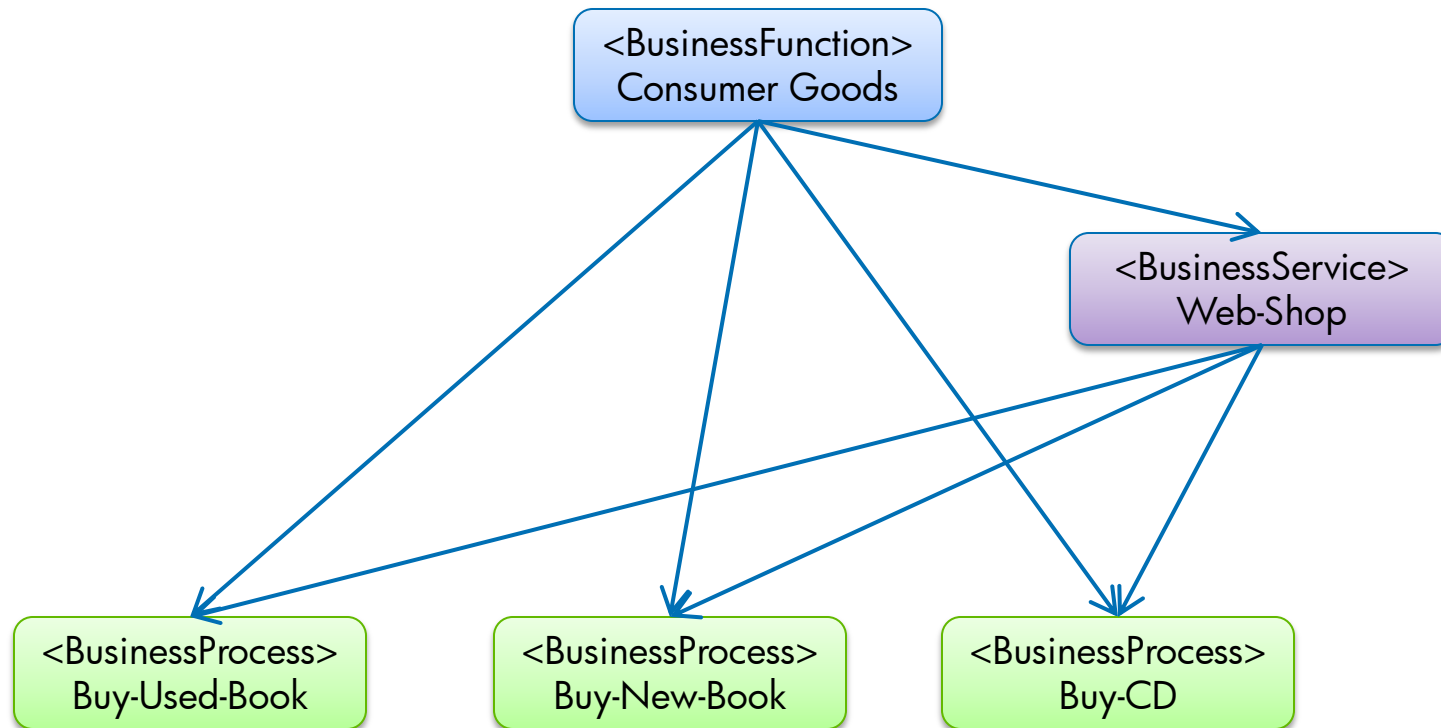
Business Function, Business Processes and Business Activity Modeling



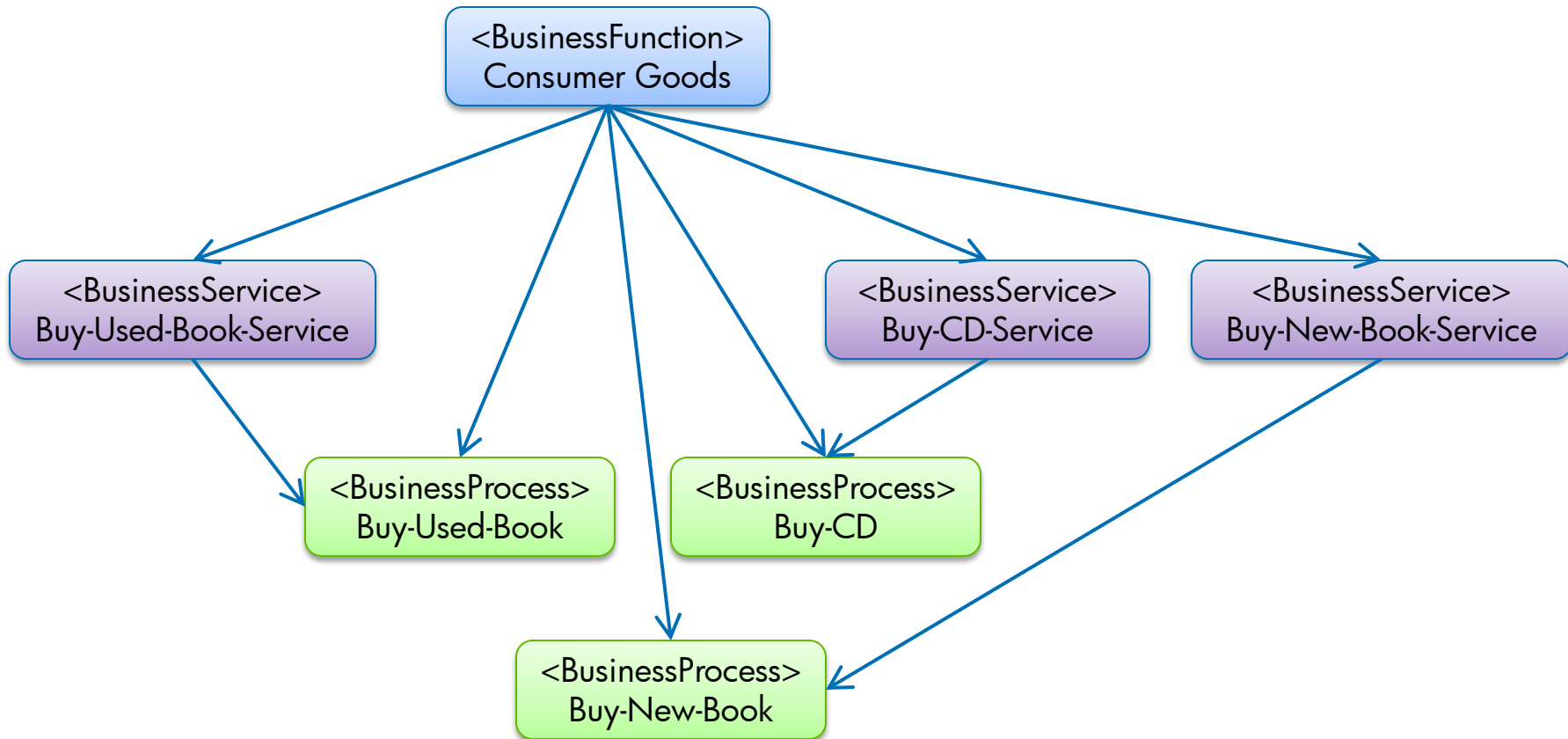
Business Service

- Represents business or IT service
- A business service is a service that:
 - A business provides to another business (B2B)
 - A business provides to a Customer (B2C)
 - One organization provides to another Organization within a business
- An IT service is a business service delivered to a customer via IT
- Example: A Bank account management service
 - Can be delivered via the bank's internet site – IT-Service
 - Via a human teller – non IT-Service

Business Service Modeling – option 1



Business Service Modeling – option 2



Business Application

- A collection of software components that can be managed as an independent unit that supports a particular business objective
- An application is a logical composition of the functionalities required to realize a business service

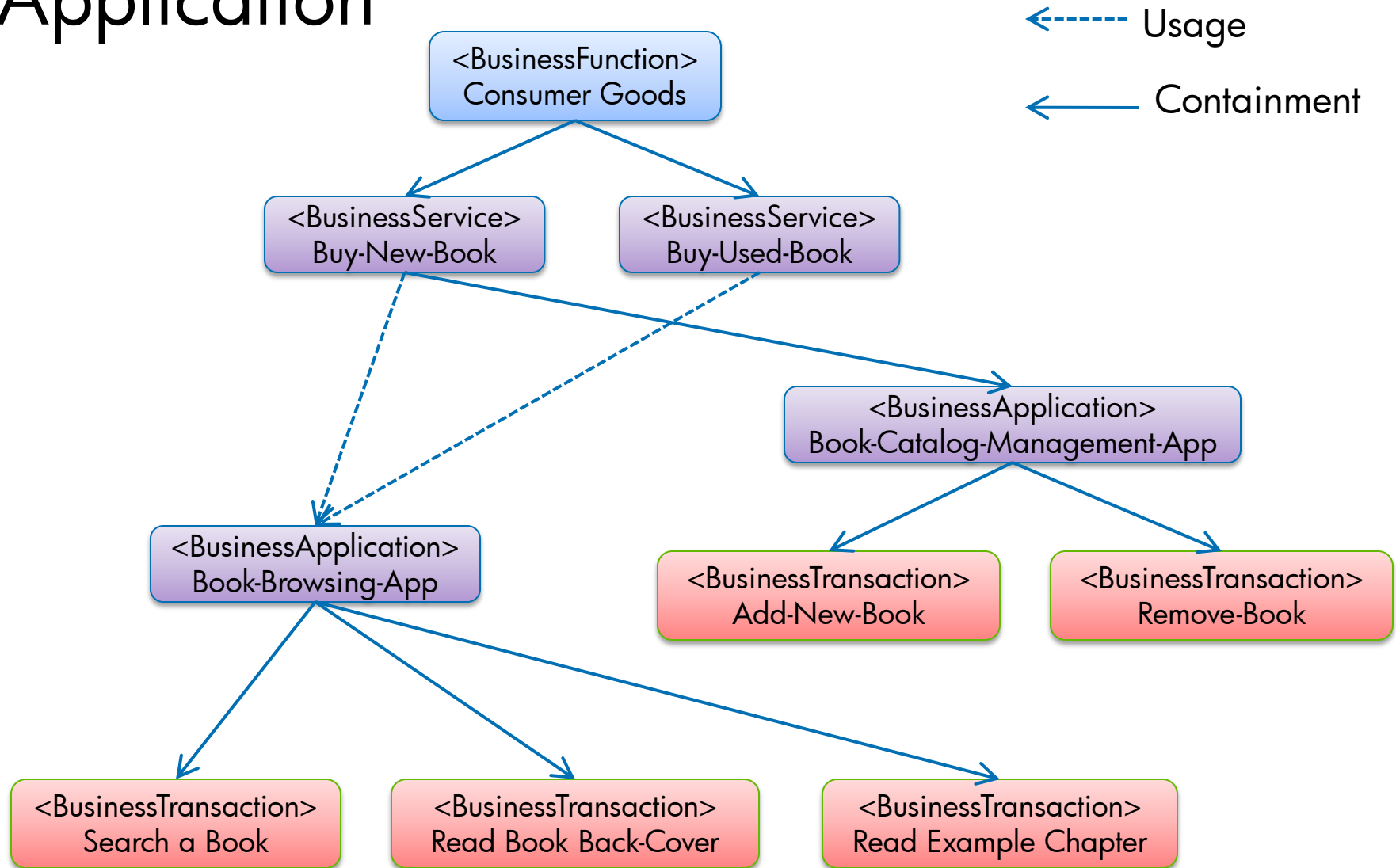
Or alternatively...

- An application is a logical composition of business transactions

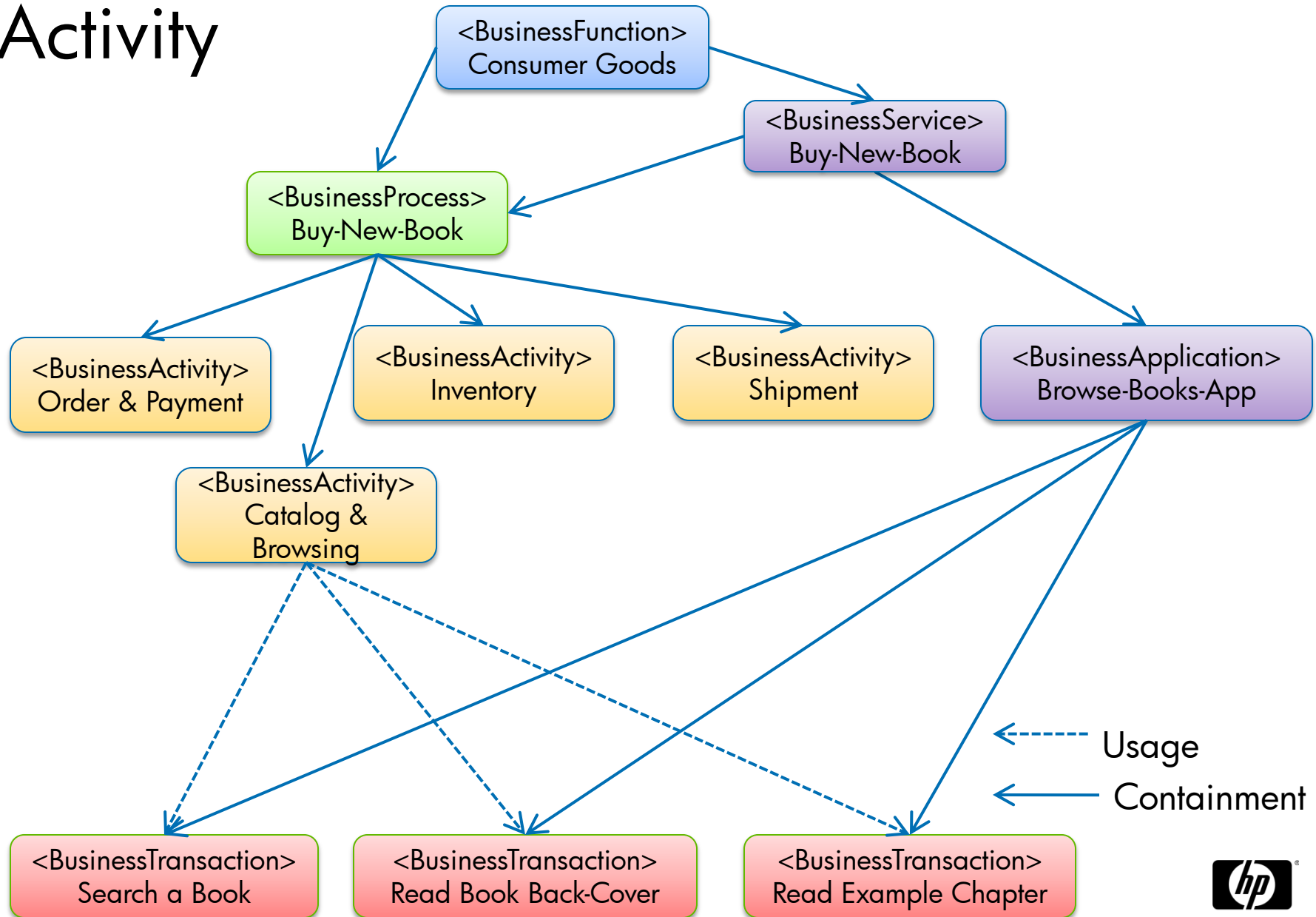
Business Transaction

- A business transaction is a self contained business action, for example:
 - Check the availability of a seat before booking an airline ticket
 - Reserve the seat before ordering and pay for the seat
- A Business Transaction reference to a group of IT infrastructure elements that realize the business transaction
 - Example: the Nodes, Application Servers, Databases etc' required to support the seat reservation action
- The infrastructure elements that make up a business transaction can be automatically discovered by RUM/ATT

Business Transaction and Business Application



Business Transaction and Business Activity



Infrastructure Service

- This is an IT Service which is not directly consumed by Business Customers
- An Infrastructure Service is provided by one group of the IT organization to another group of the IT organization
- An Infrastructure service is consumed by Business Service providers so they can provide their business service to business customers on top of Infrastructure services
- Example: the bank account management service requires the following infrastructure services: Computing Service, Networking Service, Directory Service...

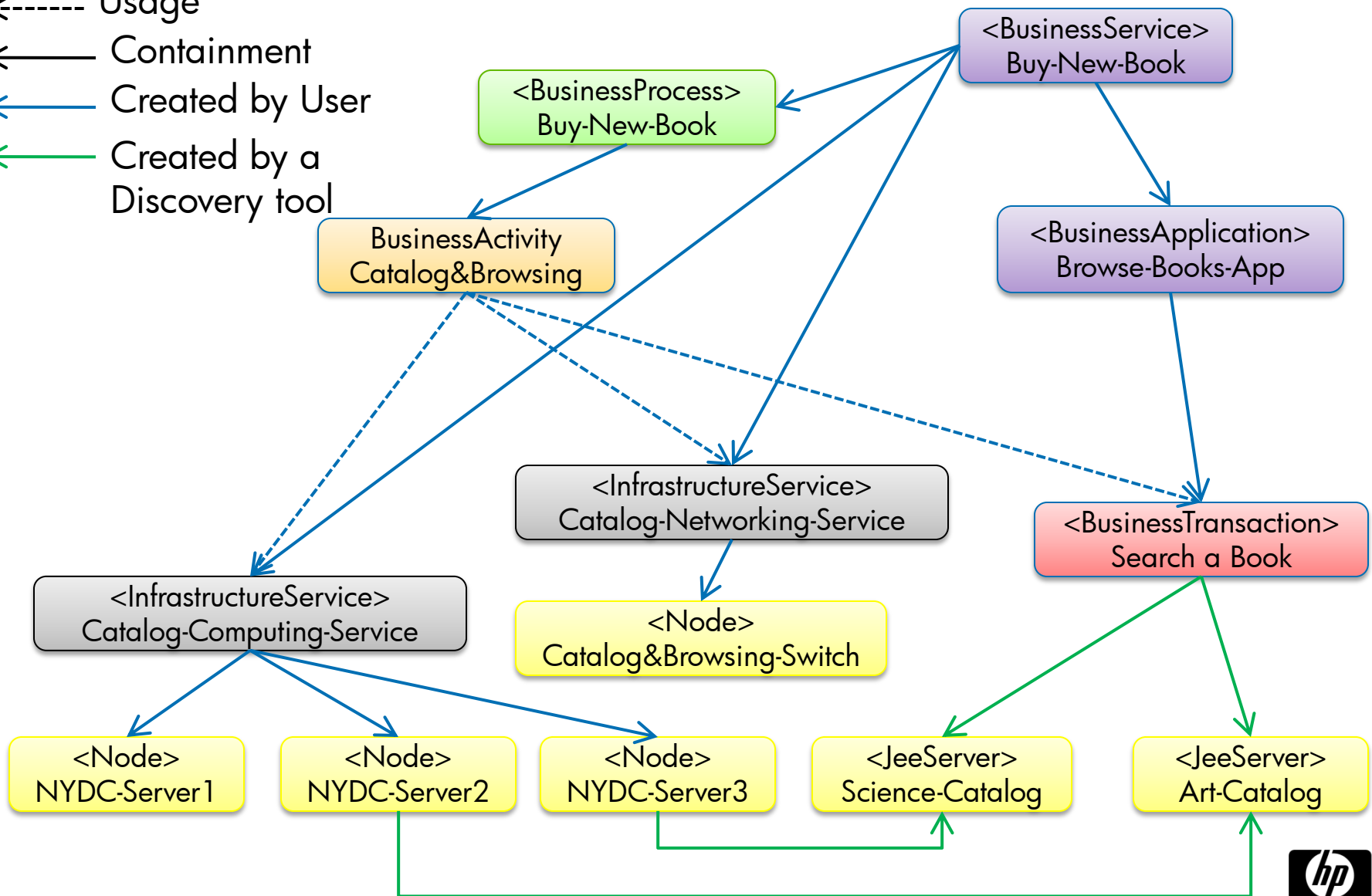
Infrastructure-Service Modeling

←----- Usage

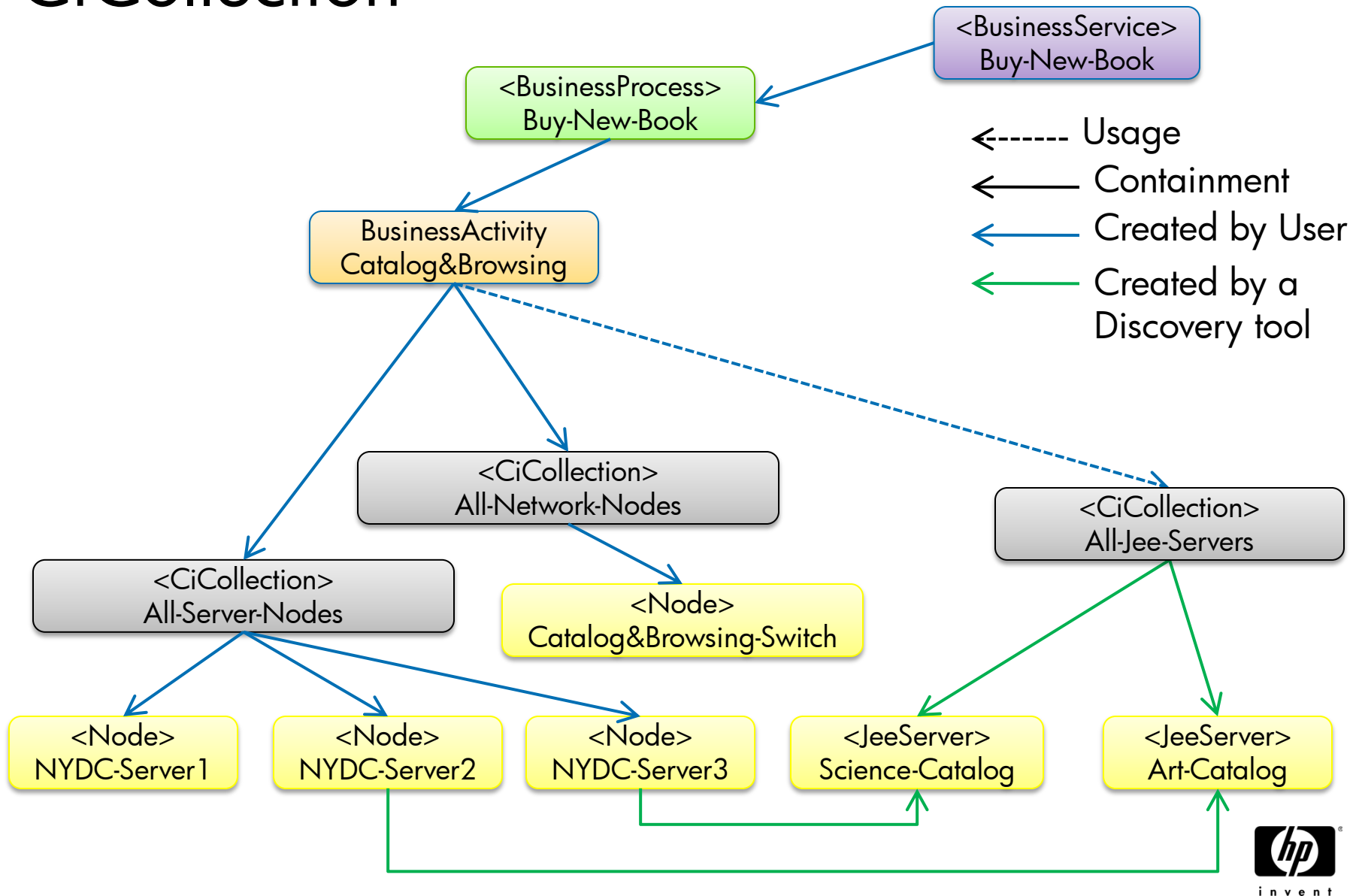
←----- Containment

←----- Created by User

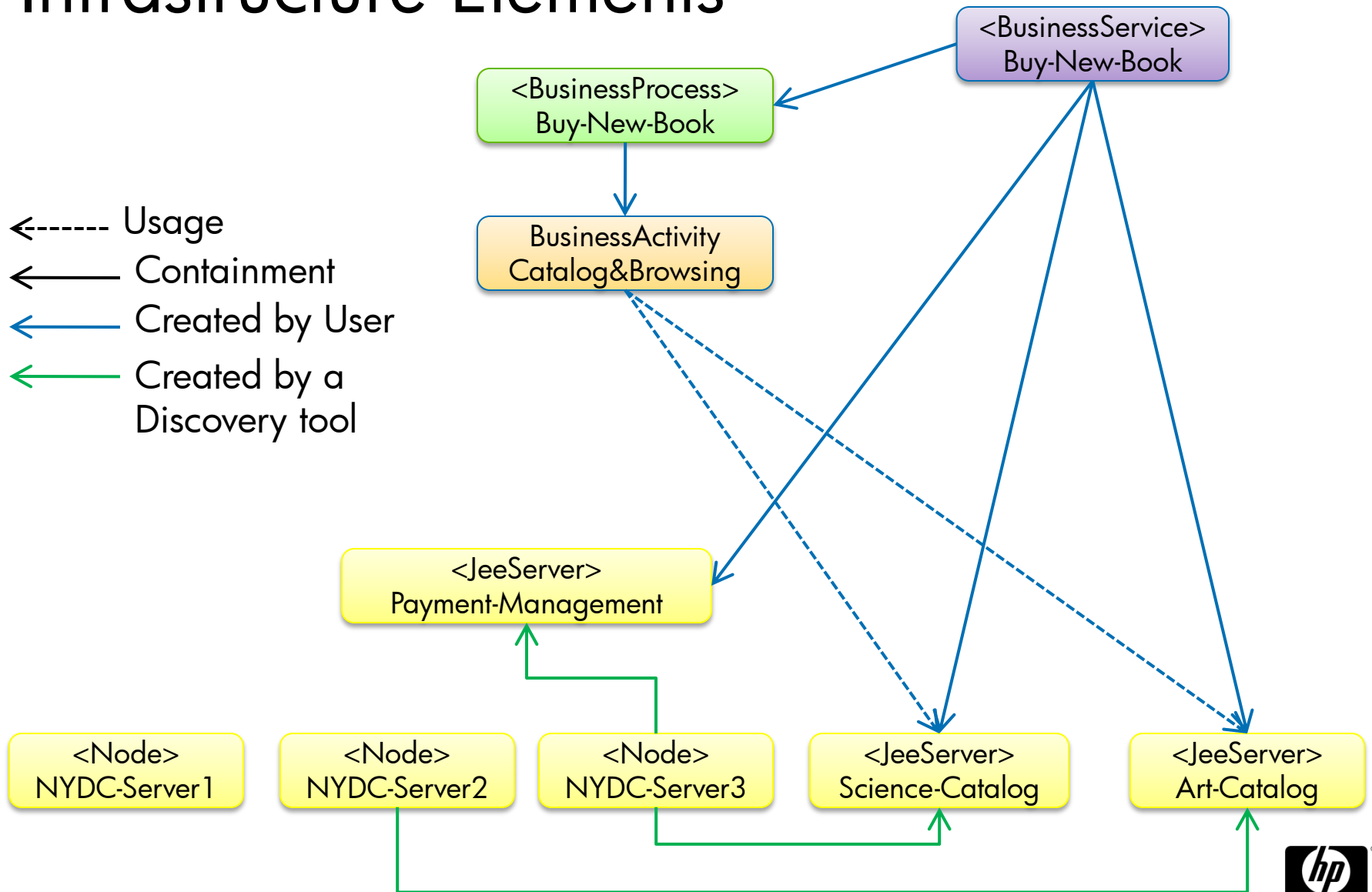
←----- Created by a
Discovery tool



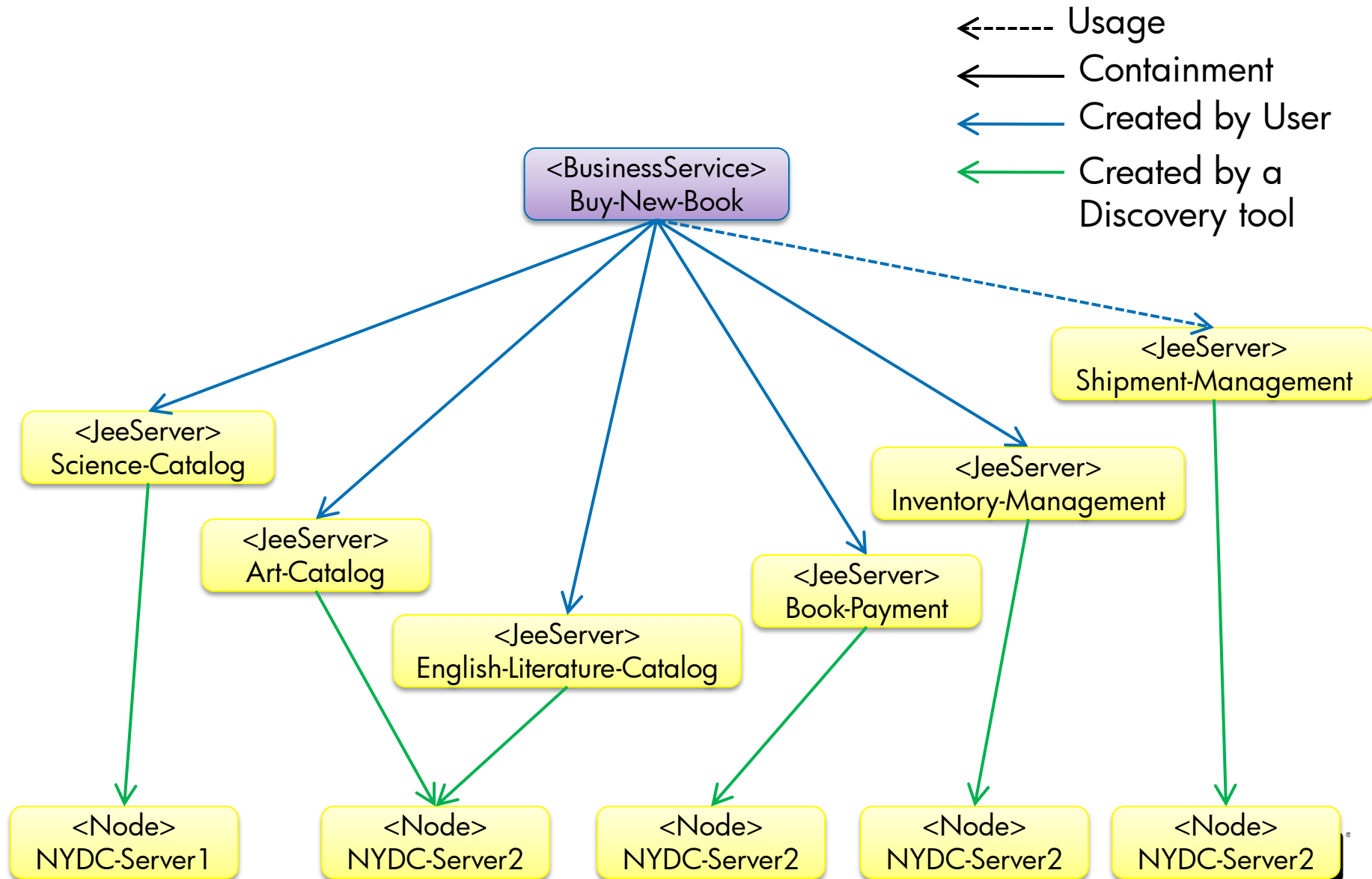
Group Infrastructure CIs via A CiCollection



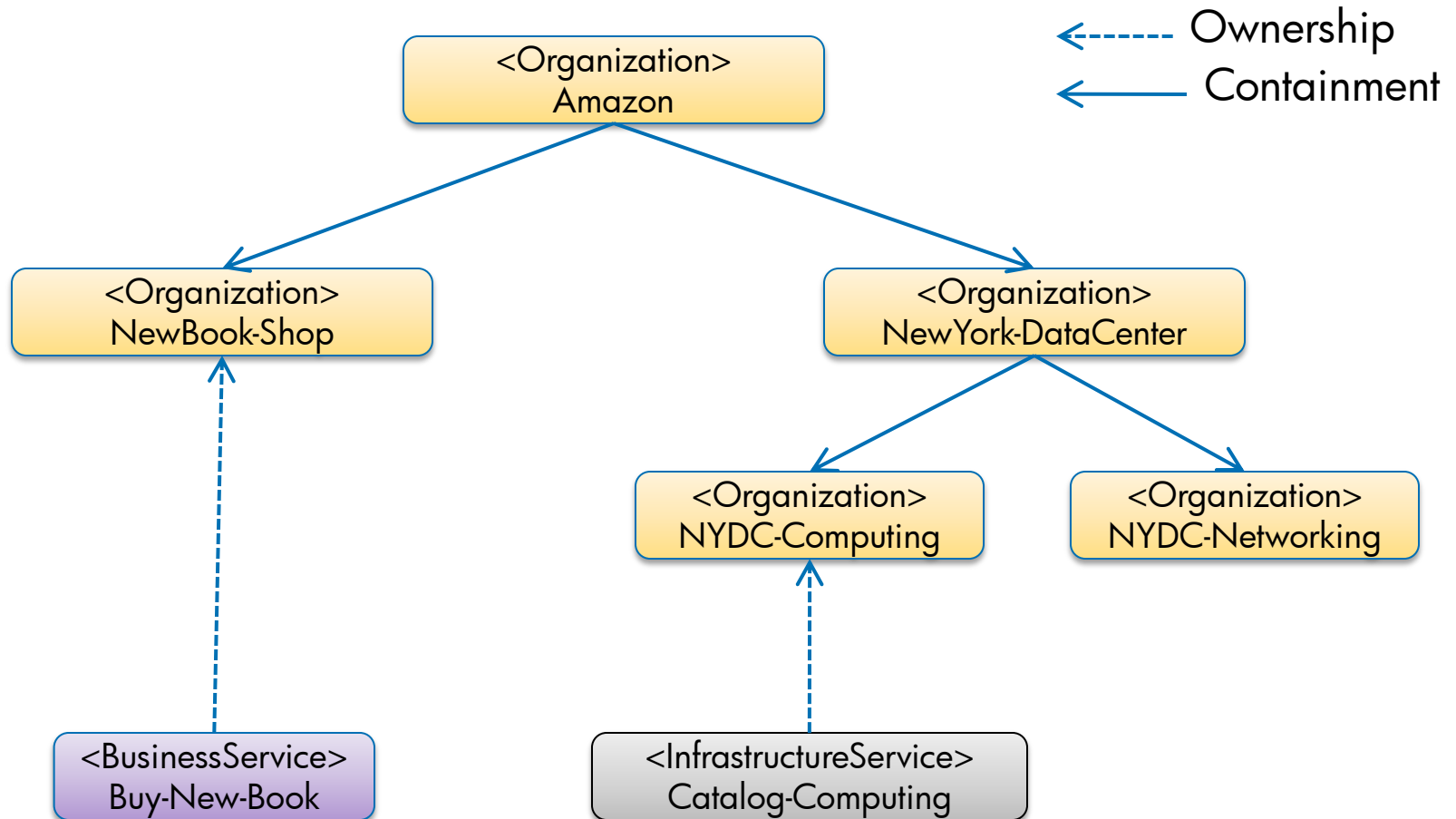
Directly Bind an Activity with Its Infrastructure Elements



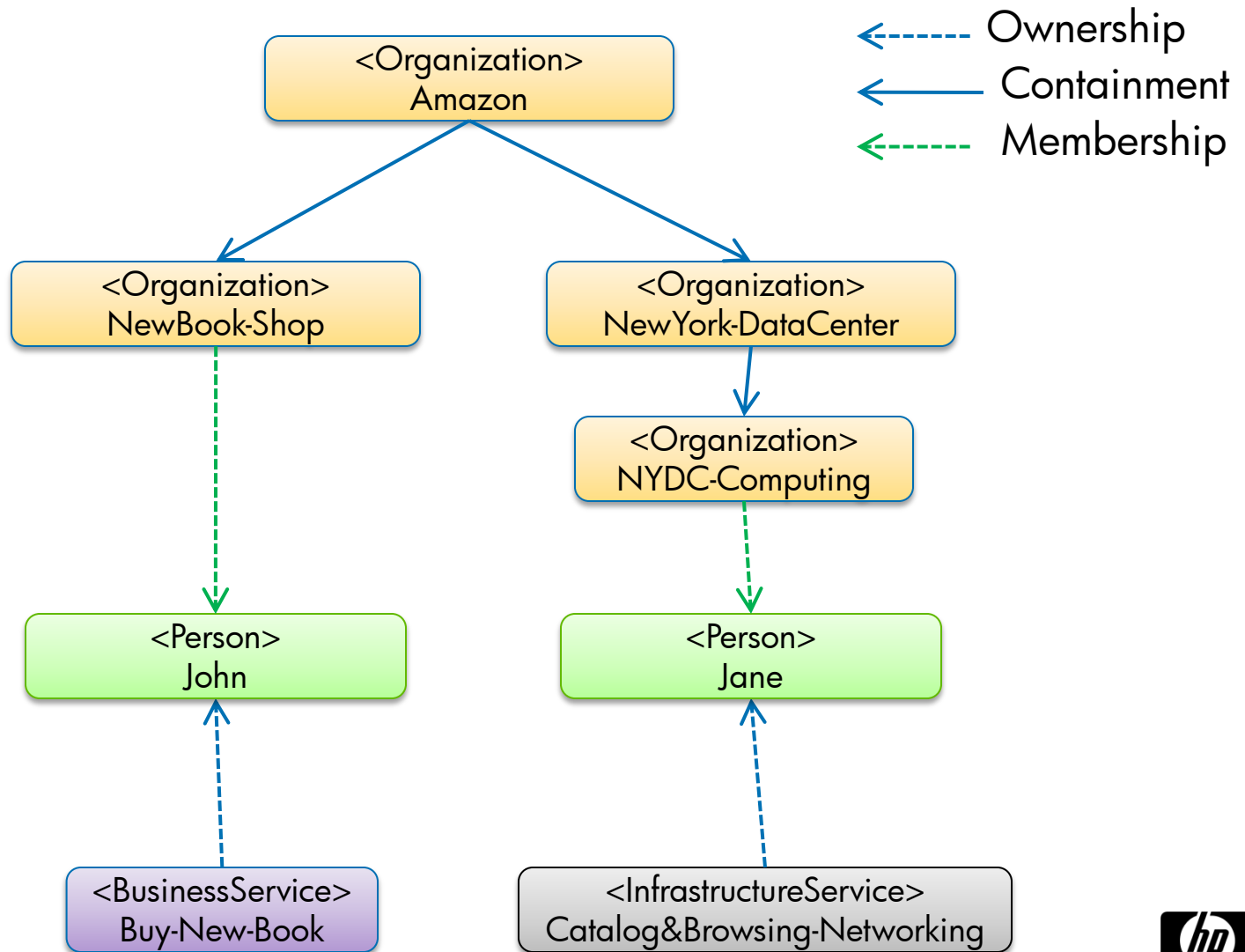
Flat Business Service Definition



Organization as an Owner of a Service



Person as an Owner of a Service



Complete Business Service Definition

