HP Business Service Management

For the Windows and Linux operating systems

Software Version: 9.22

Services and Application Modeling - Best Practices

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Contents

Chapter 1

Introduction - the UDM Business Domain

The Universal Data Model - UDM – is the integration data model of the ITPS solution. The UDM is the data model of the APIs of ITPS products; it is usually not the native data model of ITPS products themselves.

In BSM 9.x, UDM is the native data model of RTSM and UCMDB.

The **UDM Business Domain** includes ITIL-based entities such as the following:

- BusinessFunction
- BusinessProcess
- BusinessActivities
- BusinessService and InfrastructureService
- BusinessApplication
- Organization and Person
- Service Contracts such as SLA, OLA and UC
- Relationship of business entities to system/infrastructure.

Chapter 2

Modeling Business Functions, Business Processes, and Business Activities

Business Functions describe what an organization does; for example ACME bookstore consumer sales, or ACME cloud computing services. A business function is composed of a set of business processes that sustain the business function's objective, such as producing a product, or delivering a service.

A **Business Process** is a collection of interrelated business activities required in order to deliver a service or product, such as the ACME Buy-New-Book business process, which may include activities like Book Catalog and Browsing.

A **Business Activity** might be triggered automatically, or manually by a user, For example, inventory management might be automatic or manual.

The following image shows a model of Business Function, Business Process, Business Activity and Business Transaction:
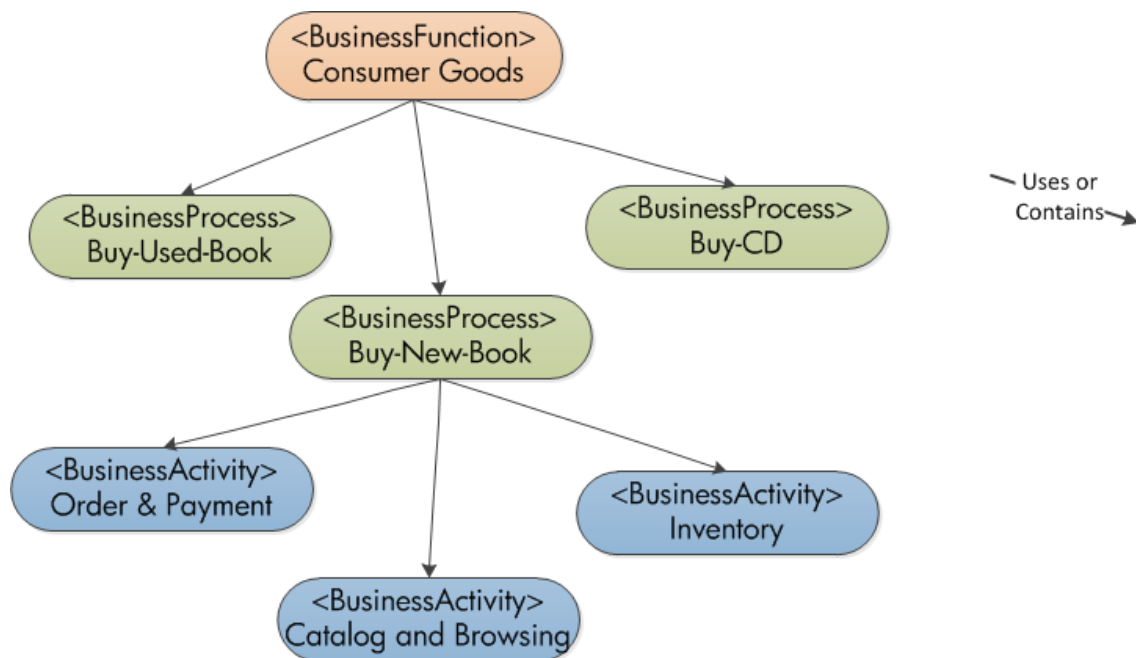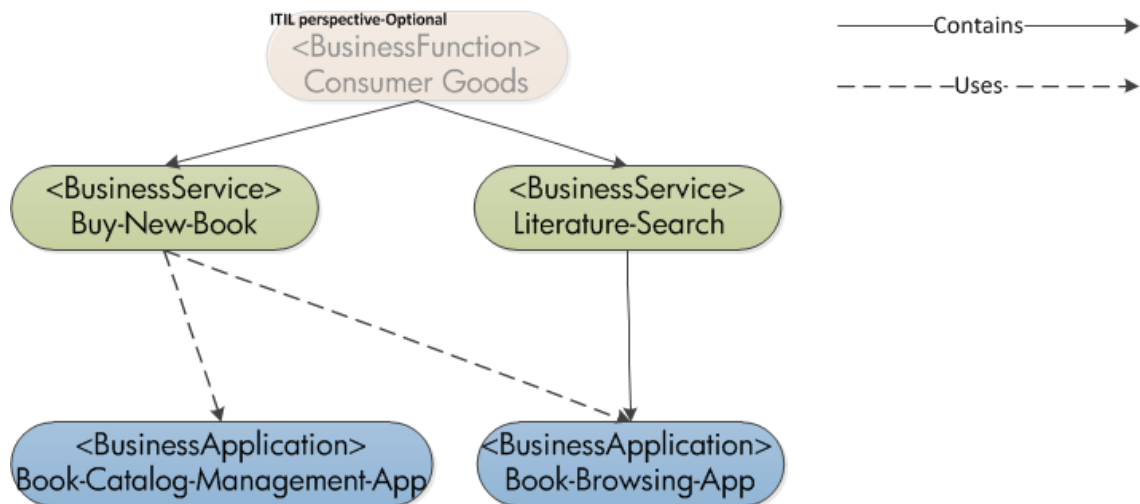
Chapter 3

Modeling Business Services and Business Applications

A Business Service represents a business or IT service.

- A **business service** can be a service that a business provides to another business (B2B), a business provides to a customer (B2C), or one organization provides to another organization within a business.

- An **IT service** is a business service delivered to a customer via IT, such as a bank account management service. This can be delivered via the bank's internet site (IT-Service), or via a human teller (non IT-Service).

A Business Application is a collection of software components that can be managed as an independent unit that supports a particular business objective. An application is either a logical composition of the functionalities required to realize a business service, or a logical composition of business transactions.

The following image shows a model of Business Services and Business Applications:

Chapter 4

Modeling an Infrastructure Service

An Infrastructure Service is an IT Service which is not directly consumed by business customers, but rather it is provided by one group of the IT organization to another group of the IT organization.

The infrastructure service is consumed by business service providers, so they can provide their business service to business customers on top of infrastructure services. For example, the bank account management service requires the following infrastructure services: Computing Service, Networking Service, and Directory Service.

The following image shows a model of Infrastructure Services:
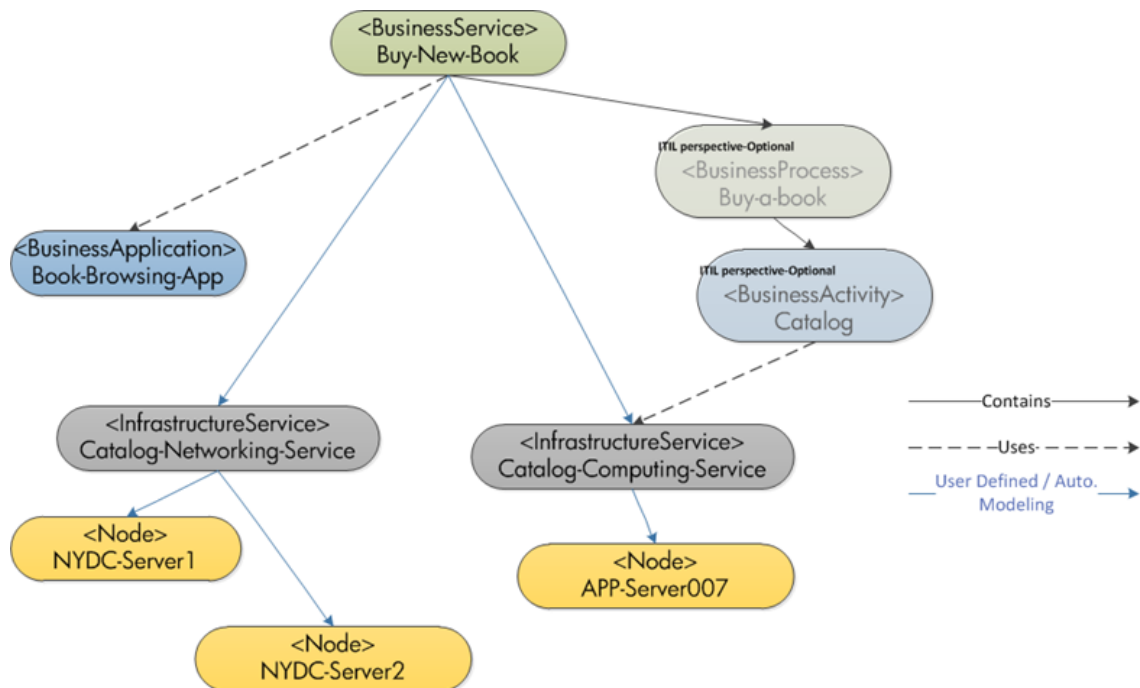
Directly bind an activity with its infrastructure elements as shown in the following example: