



Hewlett Packard
Enterprise

HPE Application Performance Management

Software Version: 9.30

Services and Application Modeling - Best Practices

Document Release Date: December 2016
Software Release Date: July 2016

Legal Notices

Warranty

The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HPE required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2016 Hewlett Packard Enterprise Development LP

Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc.

Google™ and Google Maps™ are trademarks of Google Inc.

Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

iPod is a trademark of Apple Computer, Inc.

Java is a registered trademark of Oracle and/or its affiliates.

Microsoft®, Windows®, Windows NT®, Windows® XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

[https://softwaresupport.hpe.com/group/softwaresupport/search-result?keyword=.](https://softwaresupport.hpe.com/group/softwaresupport/search-result?keyword=)

This site requires an HPE Passport account. If you do not have one, click the **Create an account** button on the HPE Passport Sign in page.

Support

Visit the HPE Software Support website at: <https://softwaresupport.hpe.com>

This website provides contact information and details about the products, services, and support that HPE Software offers.

HPE Software Support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support website to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HPE support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HPE Passport user and sign in. Many also require a support contract. To register for an HPE Passport ID, go to <https://softwaresupport.hpe.com> and click **Register**.

To find more information about access levels, go to:

<https://softwaresupport.hpe.com/web/softwaresupport/access-levels>

HPE Software Integrations and Solutions

Visit the Integrations and Solutions Catalog at <https://softwaresupport.hpe.com/km/KM01702731> to explore how the products in the HPE Software catalog work together, exchange information, and solve business needs.

Contents

- Chapter 1: Introduction - the UDM Business Domain 5
- Chapter 2: Modeling Business Functions, Business Processes, and Business Activities 6
- Chapter 3: Modeling Business Services and Business Applications 7
- Chapter 4: Modeling an Infrastructure Service 8
- Send Documentation Feedback10

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.

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.

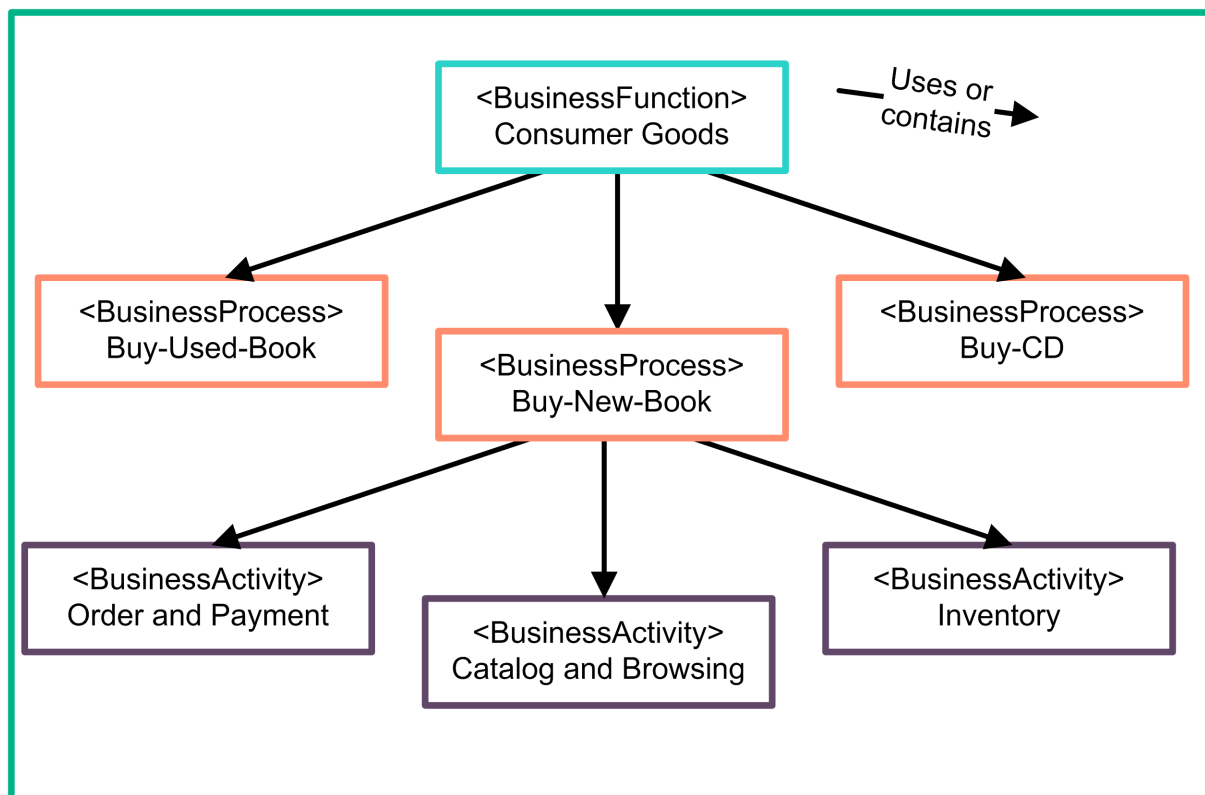
Chapter 2: Modeling Business Functions, Business Processes, and Business Activities

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:



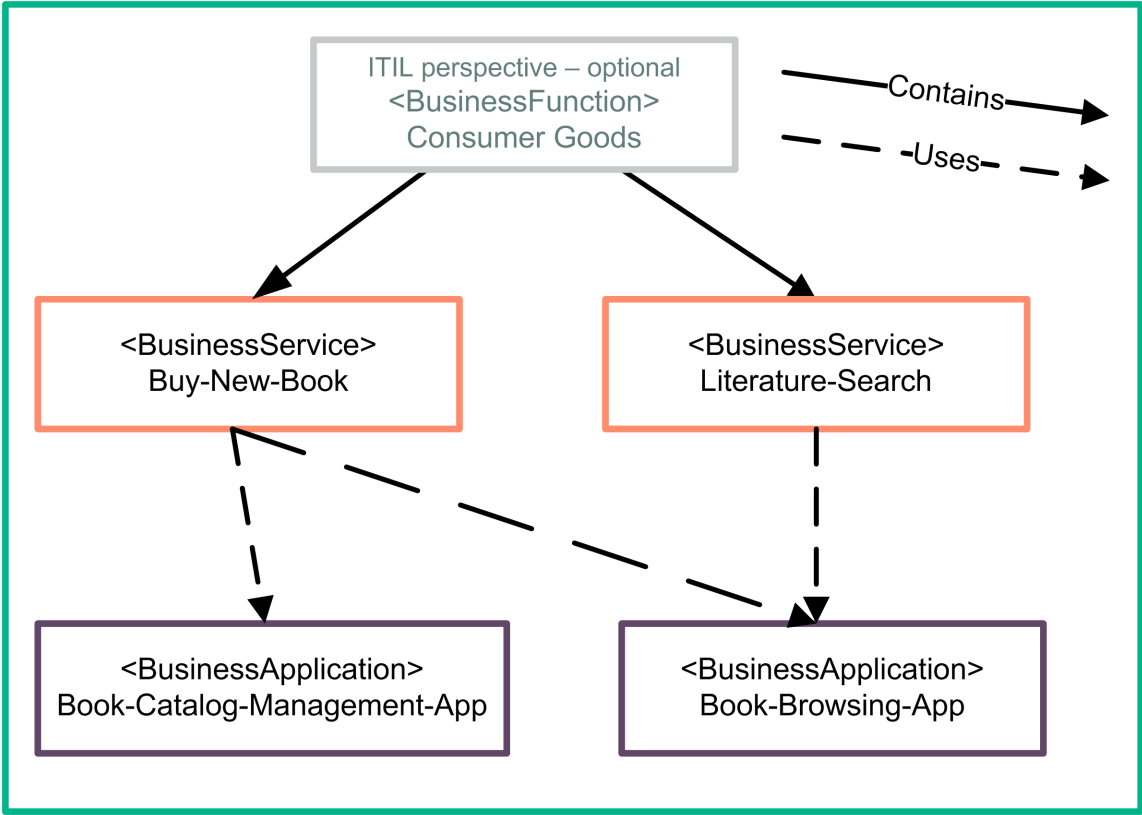
Chapter 3: Modeling Business Services and Business Applications

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:

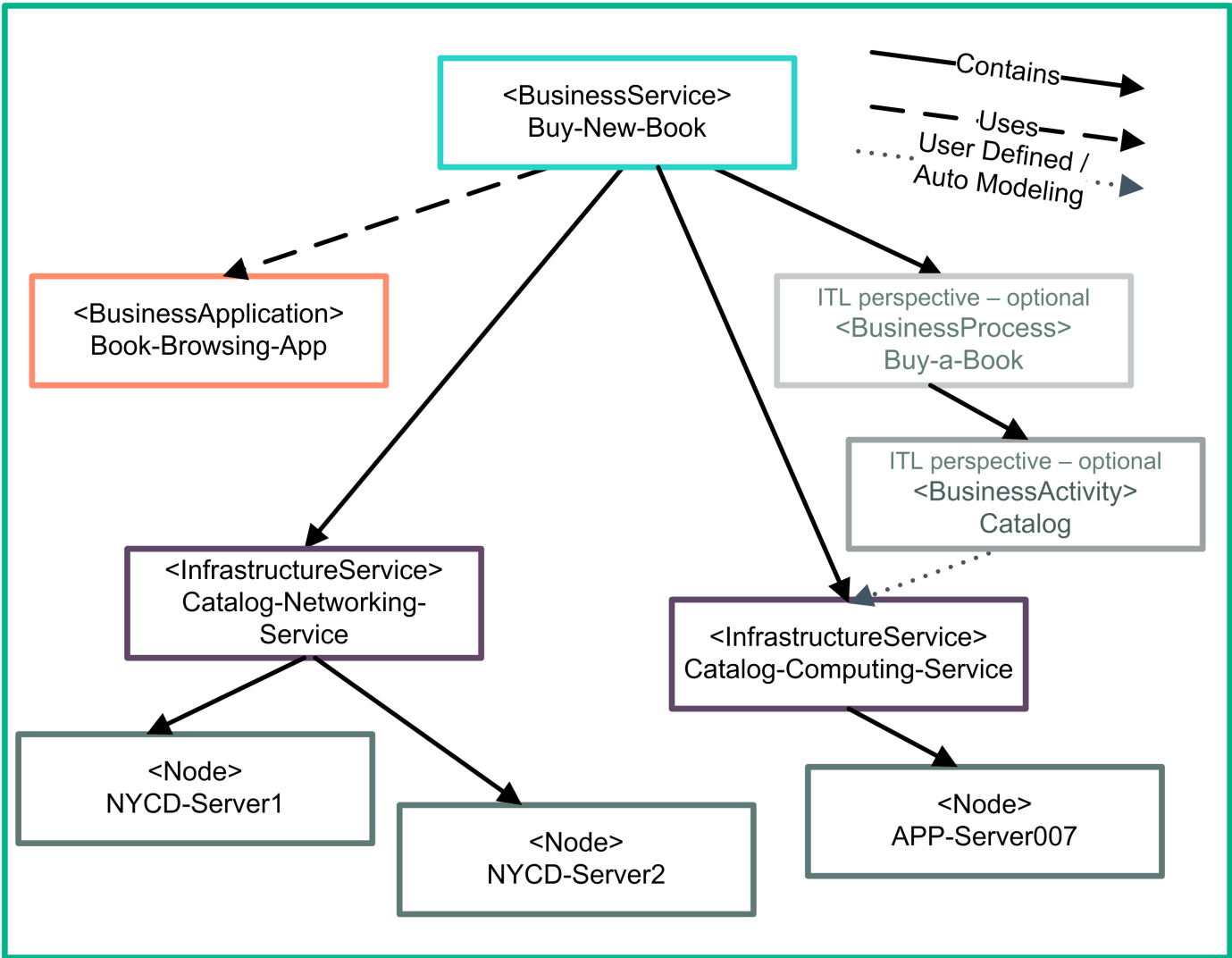


Chapter 4: Modeling an Infrastructure Service

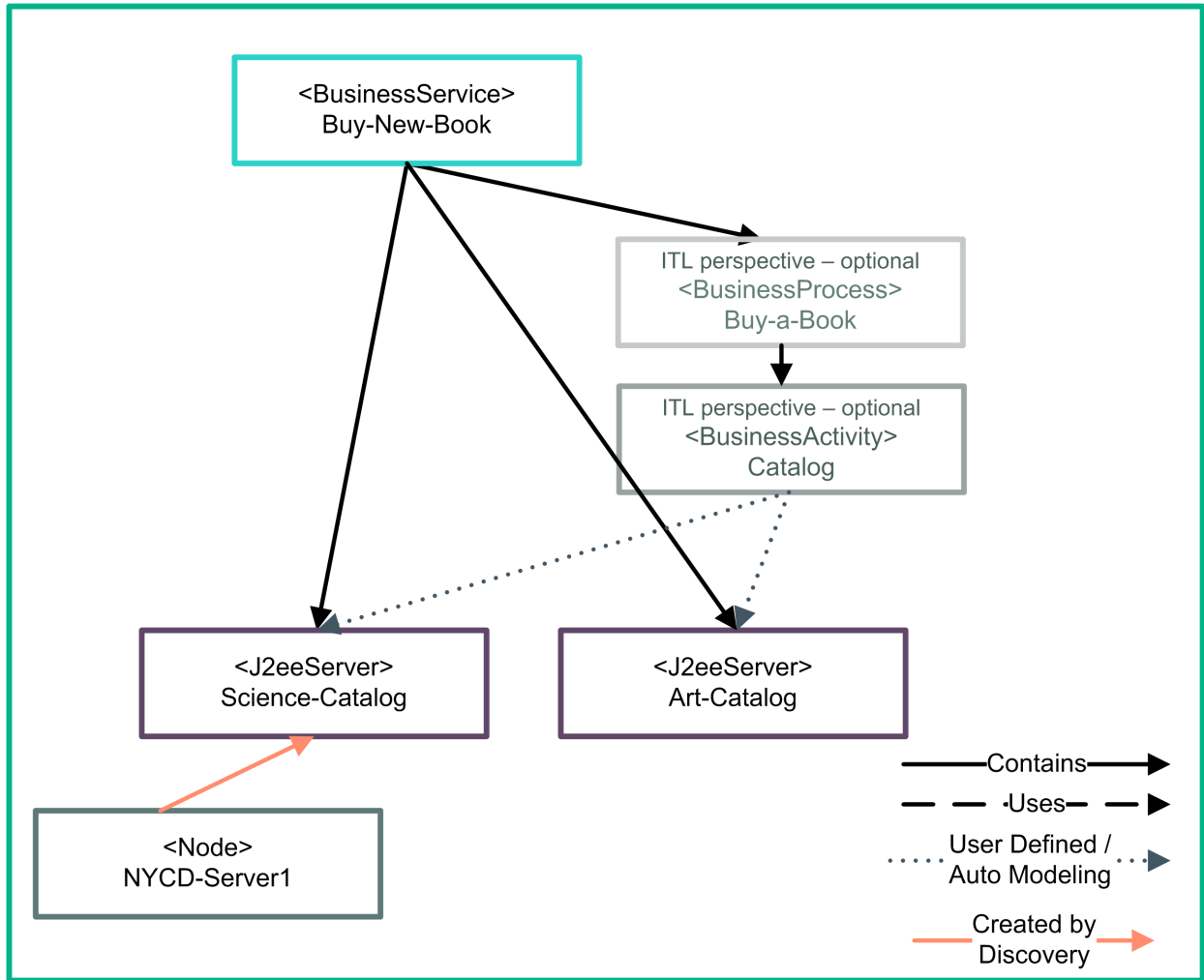
An Infrastructure Service is an IT Service which is not directly consumed by business customers, but rather it is provided by one group of the IT organization to another group of the IT organization.

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:



Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Services and Application Modeling - Best Practices (Application Performance Management 9.30)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-doc@hpe.com.

We appreciate your feedback!