

Stakeholders

Services

Providers & Suppliers

Configuration **Functionality** **Qualities** **Customers & Users**

<p>Human-Led People, IP, kits, collateral, Systems & Tools, Goods, Facilities</p> <p>IT-Led Software: Applications, Data Platform: Runtime, Middleware, Operating System Infrastructure: Virtualization, Server, Storage, Network, Hardware, Facilities</p>	<p>Human-Led Feature 1 Feature n...</p> <p>SMS Instrumentation</p> <p>IT-Led Feature 1 Feature n...</p> <p>SMS Instrumentation</p>	<p>Human-Led Reliability, Responsiveness, Trustworthiness, Empathy, Attractiveness</p> <p>IT-Led Availability: Manageability, Serviceability, Performance, Reliability, Recoverability, Discoverability Trustworthiness: Security, Integrity, Credibility, Compliance Usability: Internationalization, Accessibility Adaptability: Interoperability, Scalability, Elasticity, Portability, Extensibility</p>
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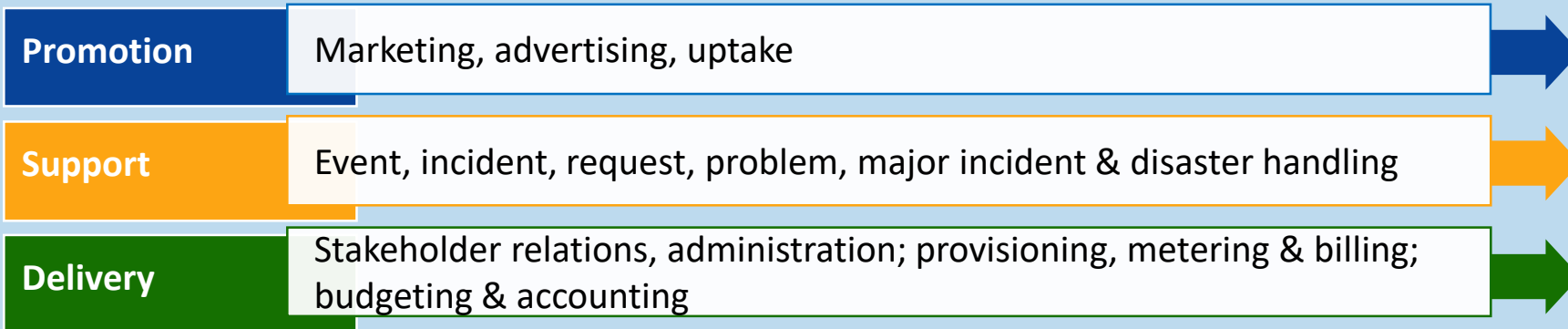
Value Flow →

← **Value Flow**

Service Management System (SMS)

Design & transition

- Strategy & GRC
- Learning & improvement
- Development
- Release & deployment
- Change & configuration



Things Worth Managing

