

# VA ENTERPRISE DESIGN PATTERNS IT SERVICE MANAGEMENT ENTERPRISE FRAMEWORK



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Office of Information and Technology (OI&T)

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## EXECUTIVE SUMMARY

### Scope

Information Technology (IT) Service Management (ITSM) is the management of IT businesses and includes models for IT Planning, Support, Delivery, Security, and Infrastructure. ITSM Enterprise Framework provides the concepts and structures necessary to manage and govern IT resources and the lifecycle of services they deliver. The intent of IT frameworks are to establish guidance and best practices to control and improve the infrastructure, information, people, processes and investments (i.e., IT resources) required to deliver IT services. Frameworks include the Federal Enterprise Architecture, Control Objectives for IT (COBIT), and IT Infrastructure Library (ITIL) which provide this guidance.

The ITSM Enterprise Framework Design Pattern provides vendor-agnostic guidelines for establishing a framework for standardized ITSM processes and tools at VA. Implementation of common processes and tools will standardize ITSM activities to ensure a consistent approach to managing VA's IT infrastructure in accordance with VA and Federal security policies. Applying a standard ITSM framework supports cross-organizational change management, risk management, and quality, enabling SDE Enterprise Operations to manage services and supporting infrastructures in a controlled manner.

### Business Need

ITSM began as a set of disparate efforts to help guide, manage and improve IT service delivery and support. VA lacks an integrated framework that encompasses best practices from multiple frameworks, and provides guidance to establish the structure, documentation, and roles and responsibilities to plan, implement, monitor and improve ITSM. The current state lacks a single

data source view of information from various, distributed databases, and the ability to create management reports using intelligent information and trends.

## **Approach**

Adopting an ITSM Enterprise framework will provide a consistent and stable approach for developing, transitioning, operating and improving IT services. This process will transform VA's IT environment into a plug-and-play environment with the only variables being the technology (i.e., cloud, virtualization, mobile) used to deliver services and the knowledge needed to support the technology. Standardizing processes under the ITIL framework, and ISO 20000-1 and CMMI for Services (CMMI-SVC) standards will: Improve interoperability across the enterprise; Enable the move to a more homogeneous infrastructure; Minimize security and cost risks through uniform domains; Reduce cost through normalized configurations and assets, and deliver consistent methods and practices to support the development and delivery of services

VA will have the capabilities to reduce operational complexity, identify and remove operational redundancies and inefficiencies, and focus on managing service delivery instead of managing infra-structure components.

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[Enterprise Design Patterns](#) (EDPs) are developed by TS in coordination with internal and external subject matter experts and stakeholders. An EDP is a reusable capability guidance document that identifies best practice approaches and resources for achieving VA IT strategic objectives. The EDP Team uses industry trends and innovations; enterprise architectural standards; and guiding principles for capabilities and constraints to improve efficiency and effectiveness and define solutions to reoccurring technical problems. The EDP helps guide the design of IT systems and services by VA project teams.