

# VA ENTERPRISE DESIGN PATTERNS IT SERVICE MANAGEMENT SERVICE STRATEGY



Office of Technology Strategies (TS)  
Office of Information and Technology (OI&T)

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## EXECUTIVE SUMMARY

### Scope

The Department of Veterans Affairs (VA) is establishing an enterprise framework for consistent IT service management (ITSM) processes for IT assets and configuration items (CI), as documented in the ITSM Enterprise Framework Enterprise Design Pattern. Proactive planning for VA's catalog of IT services requires a standardized approach to Service Strategy based on IT Infrastructure Library (ITIL) best practices. The primary purpose of service strategy is to set and manage the overall strategy for IT, based upon the organization's overall business strategy, so that appropriate IT services can be provided. Therefore, strategic thinking must be applied to service management. The Service Strategy Enterprise Design Pattern defines the service portfolio and any new additions to it, and provides input to service architecture so that the appropriate IT services can be designed and delivered to meet required business outcomes.

### Business Need

This Enterprise Design Pattern establishes the framework and relevant use cases for Service Strategy, based on ITIL, which will improve IT service alignment to enterprise business requirements. Some elements of ITIL based service strategy currently exist within VA (e.g. service catalogs, portfolio management). These are often independent of each other and provide services within their own programs. The Intake Business Needs (INBN) process identifies business needs and product planning for future IT services based on customer demands and takes place at the program level with the submission of business needs to OI&T through the Business Needs Intake and Analysis (BNIA) portal. There are elements of Strategy Management of IT services being utilized within Enterprise Shared Services (ESS) Center of Excellence (CoE) including program level (FoSIM and SOA) service portfolios.

## Approach

An enterprise-wide approach to Service Strategy will address unique requirements of a multi-vendor environment and ensure situational awareness. Service Strategy determines which services to offer and what capabilities need to be developed. The “to-be” Service Strategy framework includes a set of enterprise processes and approaches to define customer needs, develop service offerings and strategic assets, and prepare for execution.

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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.