

## itSMF Webinar: Connecting Enterprise Architecture and IT Service Management

**When:** Friday, 8th of November, 11:00 AM to 12:00 PM CET (10:00 AM – 11:00 AM UK time)

**Why:** This webinar series aims to engage service management and architecture professionals and their communities. These topics are frequently encountered, especially in large companies.

**Organized by:** itSMF International (<https://www.itsmfi.org/>) and The Open Group (<https://www.opengroup.org/>)

**Platform:** Teams Meeting (the link: [Teams meeting](#))

**Length:** 1 hour

**Introduction:** This is the first webinar in a series focused on aligning Enterprise Architecture with IT Service Management. This initiative is a joint effort by The Open Group and itSMF International.

### Agenda:

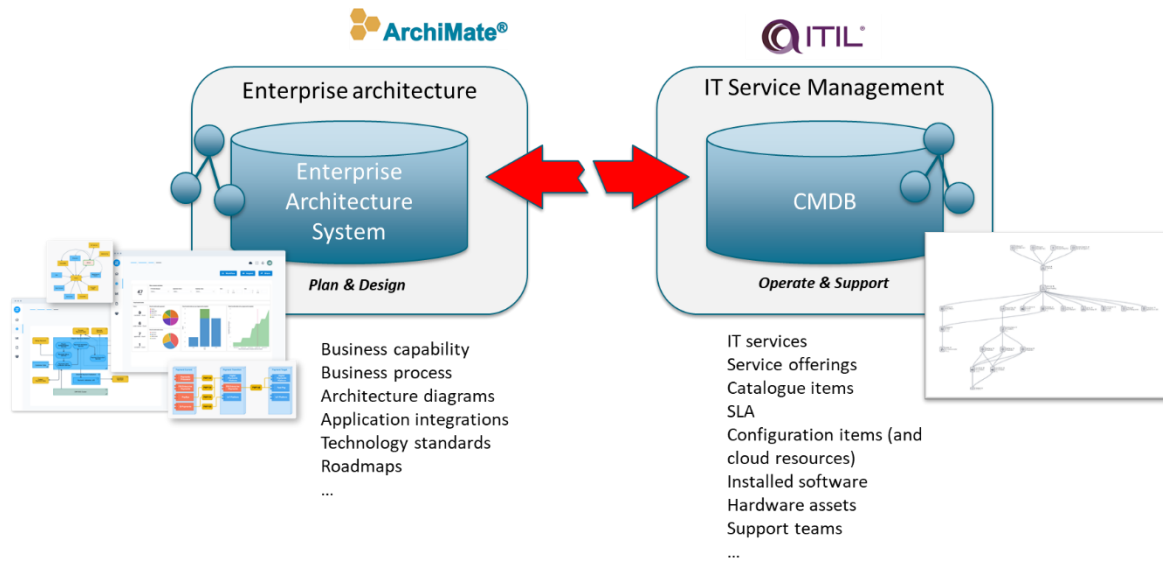
- 1. Welcome & Introduction – Why this topic?** *Patrik Solc, itSMF International*
- 2. Setting the scene – Connecting Enterprise Architecture and IT Service Management.** *Rob Akershoek, Co-Chair IT4IT Forum within The Open Group*
- 3. DORA the Explorer: Navigating ICT Asset Criticality with EA and ITSMF /** *Tomas Hornicek, itSMF Slovakia, Enterprise Architect at VÚB banka*
- 4. Customer Use Case – Shell – Integrating Enterprise Architecture with IT Service Management (and CMDB)** *Frank van der Wolf, Lead Architect for IT4IT at Shell*
- 5. Q&A**

At the end of the presentations, there will be a Q&A session and an opportunity to identify additional topics for future webinars.

### Background

The Enterprise Architecture (EA) function and IT Service Management (ITSM) often operate in separate “worlds” within the IT-organization. Many issues in IT management can be traced back to the disconnection between these two functions. Architects follow their own practices, such as TOGAF and ArchiMate, and use specialized tools (an EA-system) to manage the business and IT architecture. Meanwhile, ITSM practitioners

adhere to frameworks like ITIL 4 and utilize tools such as a IT Service Management system and the Configuration Management Database (CMDB).



Each having their own processes, tools, and data models to manage the technology landscape. As a result, an organization doesn't have an integrated view of how IT enables the business, from a business process down to the applications, to underlying technologies and infrastructure resources. The EA system and CMDB are incomplete and out-dated resulting into higher costs, increased technology risks, security issues, unplanned outages and poor customer experience.

Integrating Enterprise Architecture and IT Service Management is essential to manage the full life cycle of IT services and products, manage the costs, risk and compliance (e.g. related to GDPR, NIS2, Dora, etc.).