

The Model – A Step Back

On taking a step back and looking at the model as a whole, one of the first impressions is that the model is not simple. However, the model lays out the individual steps of the IT Management process in a clear, logical way.

The basics are:

- There is a business, and it has needs.
- IT provides for part of those needs, at a cost.
- IT Management is the process of sustaining the benefits of IT, at a cost.
- IT Management gathers data about IT and data about the business, in order to understand why and how it is managing IT.
- IT Management simplifies this data and reorganizes it into useful information.
- IT Management uses this information to provide for business processes, solve problems, plan for and institute change, and report on the IT environment it is managing at a level and cost desired by the business.

To put the process into even simpler terms:

*IT Management is the process of
gathering input,
analyzing the input,
and using the results of the analysis,
to sustain the IT environment
for the net benefit of the business.*

IT Management is a business investment process. IT Management is a technical process. IT Management is an analytical process. IT Management is a negotiating and marketing process. From the business perspective, the investment in IT and the managing of IT are investment decisions, just like all of the other investment decisions the business needs to make. In a pure sense, IT Management is about optimizing IT and IT Management resources to benefit the business. From the IT Management staff's perspective, the process is also one of negotiating with the business for the services the staff will provide and marketing the benefits of those services to the business. The IT Management model shows how this process works.

Comparisons with Other Management Models

The three prominent IT Management models are the ISO Network Management Reference Model, the Telecommunication Management Network (TMN), and the IT Infrastructure Library (ITIL). Each of these is composed of a number of functional areas.