SUBJECT-ORIENTED APPROACH FOR AUTOMATION AND MODELING OF ITIL V3 PROCESSES ON METASONIC SUITE PLATFORM

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The need for a flexible business process

Many companies lose in a global market economy because of the lack of **business agility and active compliance management**.

Some things must be allowed to change very quickly:

- additional or rearranged steps in a business process for refinement
- optimization, new business requirements
- business rules
- an entirely new line of business

Business service orientation advantages

At present many companies are choosing the organization through **business services** to implement **business agility.**

Why?

- Constant responsibility for result among the supplier of service and the consumer of service.
- Accurately formulated SLA (time, cost and quality).
- Proactive event management.
- Service bundling.
- Changing principles of work.

ITIL v3: how the Service Lifecycle stages fit together?

The IT Infrastructure Library (ITIL) is a set of global best practices for the planning, delivery, and management of IT.

Service Operation Coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels.
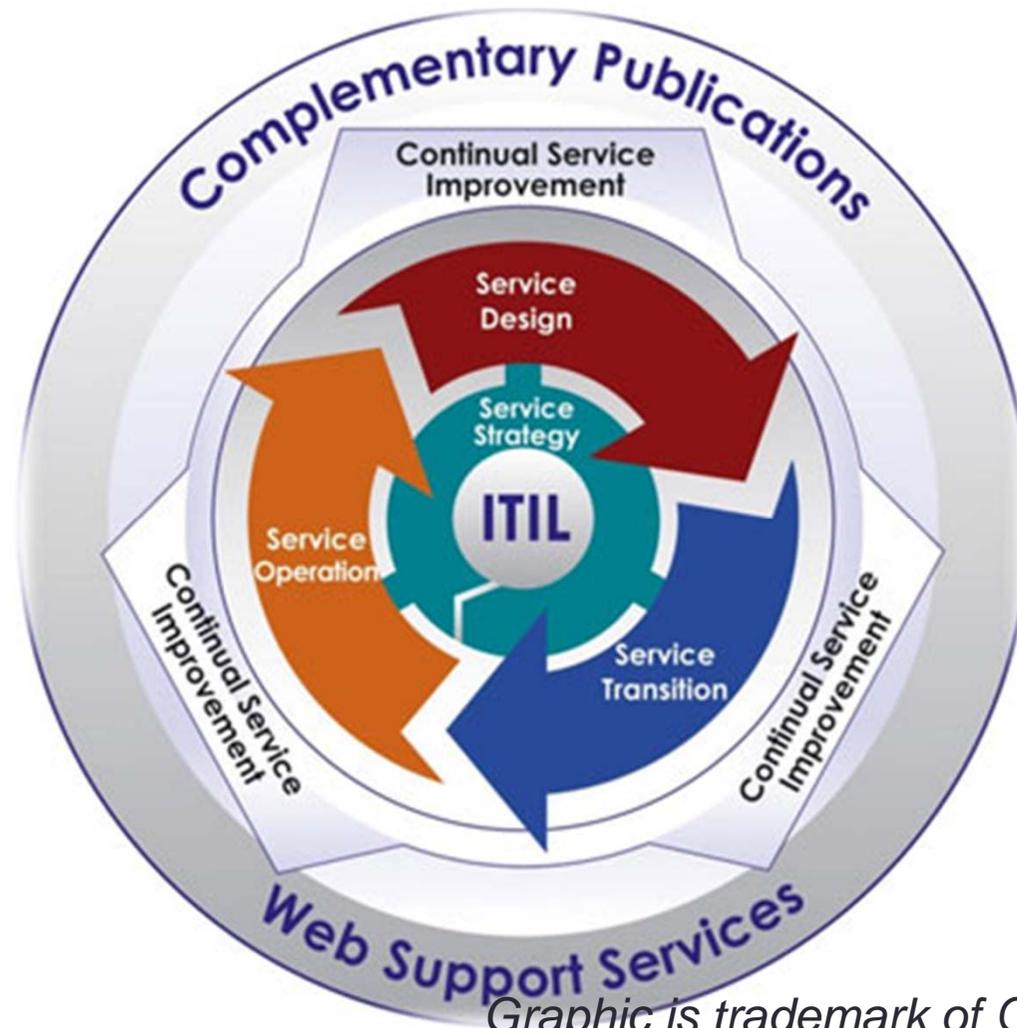
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About Methods for Business Modeling

- **Top-down business models** to represent an artificial system (the result is meaningful, purposeful human activity).

- **Bottom-up workflows** for creating a natural model (the result of an independent, not planned natural process) of transmission processes.

**Natural-artificial systems models**

The Challenge

- Management of IT infrastructure - a complex process involving different structural units to achieve certain goals.
- For each process defined roles, procedures, incoming and outgoing information.
- Activities in the process involves an effective role interaction in the organizational structure of IT - department.
- **Subject-oriented approach supports service orientation on business and allows employees to determine the best process for achieving individual goals and KPIs.**
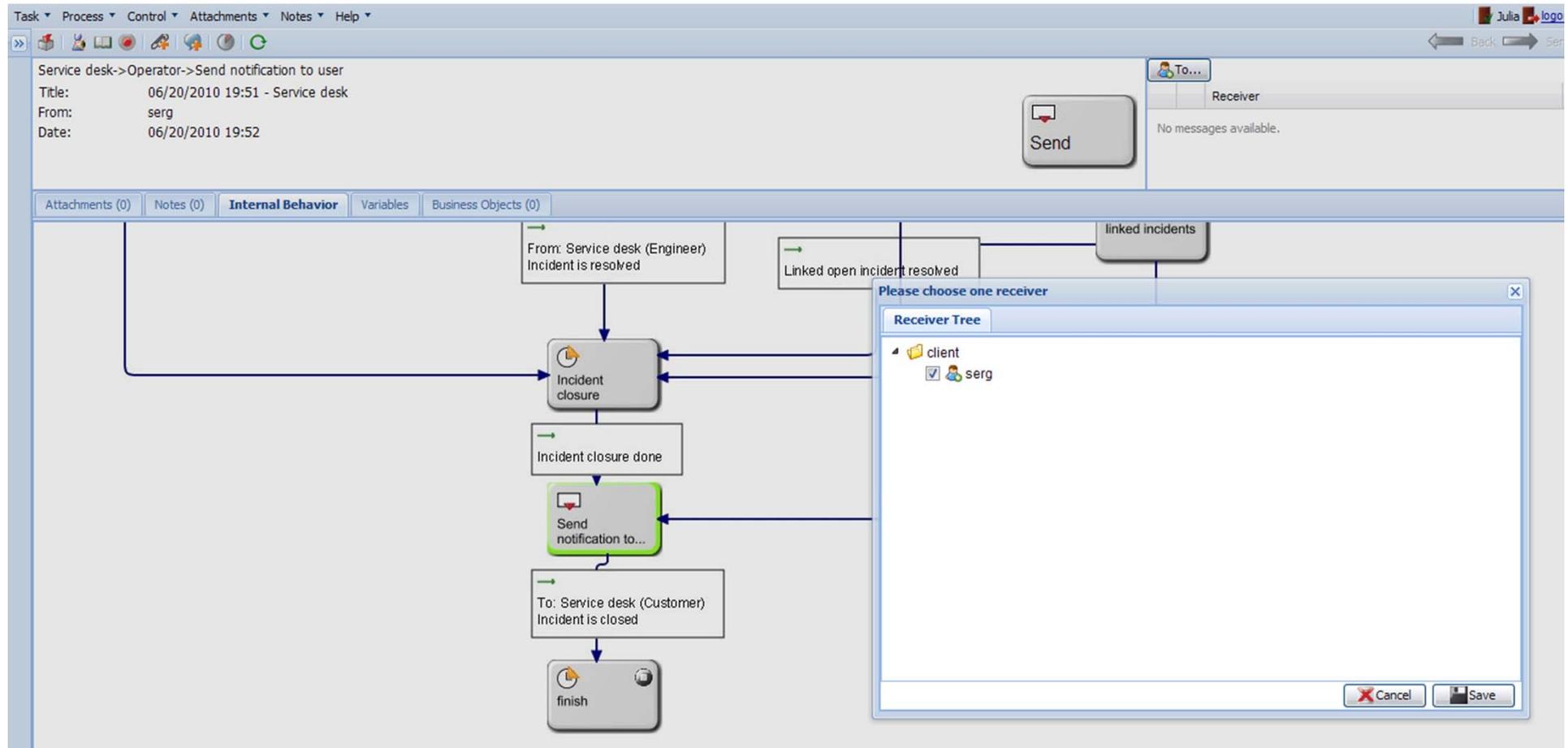
Example: incident management
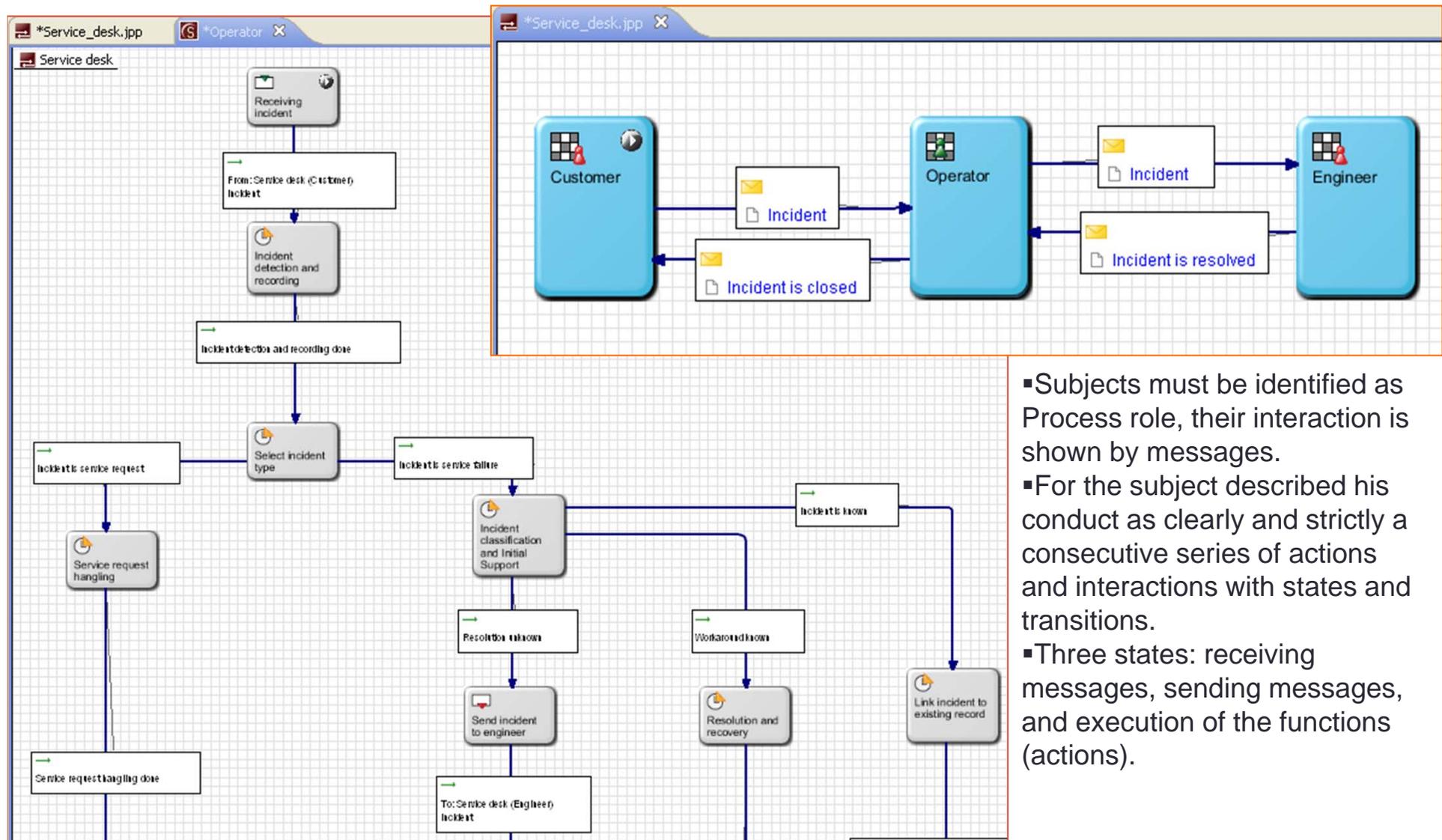
- Subjects must be identified as Process role, their interaction is shown by messages.
- For the subject described his conduct as clearly and strictly a consecutive series of actions and interactions with states and transitions.
- Three states: receiving messages, sending messages, and execution of the functions (actions).
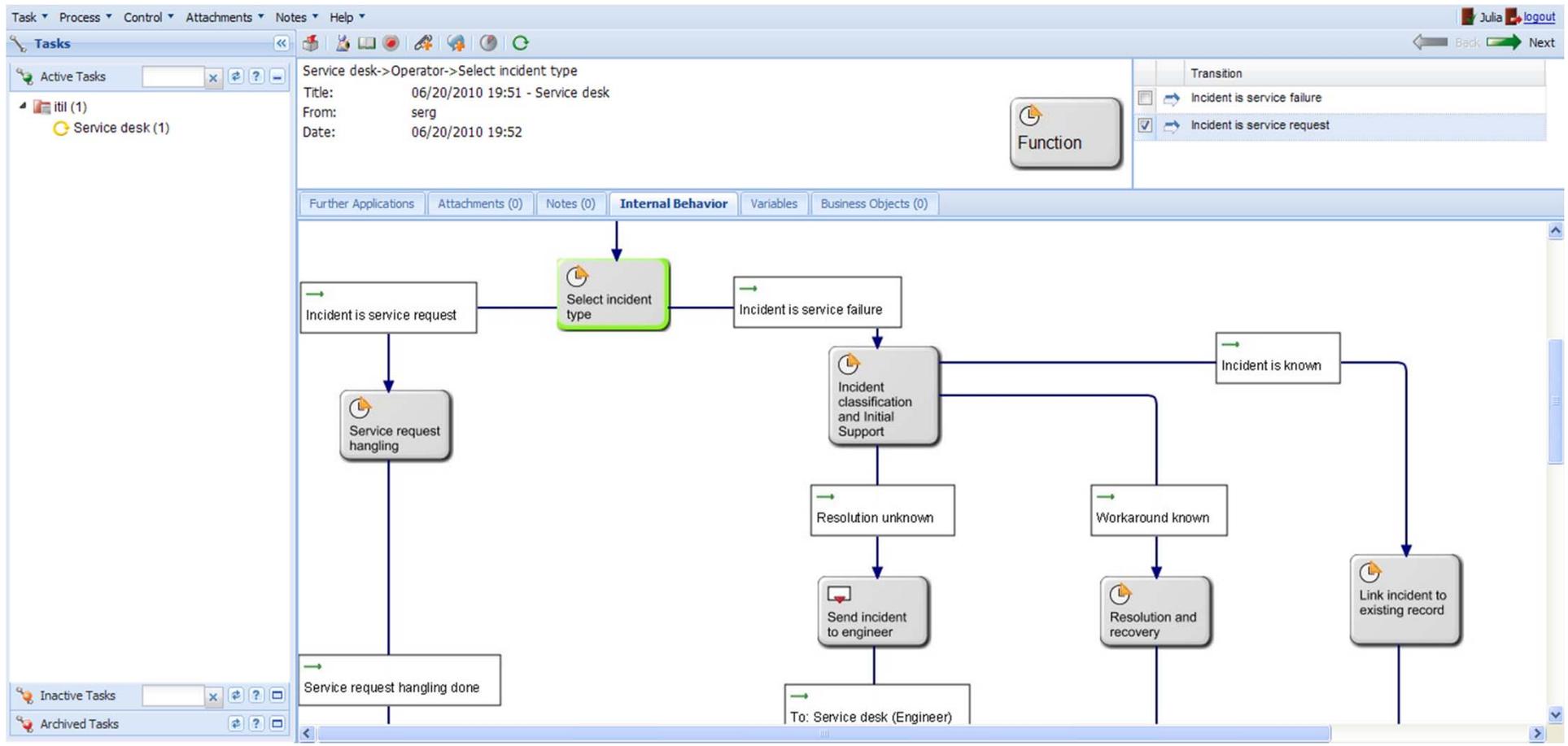
¡FLOW!

jFLOW!

Lessons learned

Companies can increase the availability of service approach for activities of the organization (for example standard ITIL v3 for IT departments, as well as companies offering IT services) is due to the use of subject-oriented approach.

It gives the chance to increase the level of innovation and business value through the use of the full potential inherent in the technology and expertise of IT professionals.

Issues for further research

It is reasonable to consider jCOM1 application to the following approaches to optimize business processes, whose aim is the **efficient flow of value creation**:
- Six Sigma
- Lean Manufacturing
- Theory of Constraints

**Thank you very much
for your attention!**