The need for IT4IT
IT must effectively deliver digital business outcomes

Many un-aligned Software Products

IT4IT simplifies IT solutions

IT4IT aligned Software Solutions
# Revisiting Purpose & Deliverables of IT

**TRADITIONAL IT – Technology centric**

**NEW STYLE IT – Service centric**

<table>
<thead>
<tr>
<th>IT’s Role</th>
<th>Design / Provide</th>
<th>Provide / Broker</th>
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<tr>
<td>IT Deliverable</td>
<td>Complex Systems</td>
<td>Services &amp; goods</td>
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<tr>
<td>Planning Lifecycle</td>
<td>Projects</td>
<td>Services</td>
</tr>
<tr>
<td>Delivery Focus</td>
<td>Project / product</td>
<td>Consumption</td>
</tr>
<tr>
<td>Projects vs Service</td>
<td>80/20</td>
<td>20/80</td>
</tr>
</tbody>
</table>
IT4IT journey towards *New Style of IT*...

**Traditional IT**
- Process automation, Run the business
- Drive efficiencies (cost optimization)
- Systems of Record

**JOURNEY (1-5 Years)**
- Process Centric
- Service Centric
- IT4IT V2.0 Focus
- Insight Centric
- IT4IT Next Focus

**New Style of IT**
- TTV for Business Innovation (outcomes)
- Lifecycle mgmt defined in apps, services, knowledge
- Systems of Engagement & Insight

**Big Data changes IT management**
IT4IT

The Reference Architecture Journey
Background and Journey to the Open Group IT4IT™ Standard

- **2012**: HP hosts 1st ever ERP4IT Consortium offsite
- **2013**: ERP4IT Consortium attracts enterprise customers, partners and vendors to contribute to v1.0
- **2014**: The Open Group launches the IT4IT Forum
- **2015**: The Open Group releases the IT4IT Reference Architecture standard to the public
- **2016**: The Open Group announces IT4IT People Certification

**Milestone**: >6000 downloads of the standard

**IT4IT Value Chain**

- **Plan**: Strategy to Portfolio
- **Build**: Requirement to Deploy
- **Deliver**: Request to Fulfill
- **Run**: Detect to Correct
Injecting business practices into the IT operating model

The IT Value Chain

Value Chains – Porter
- Competitive Analysis
- Strategic Concepts
- Value Creation
- Activity cost to profit margin analysis

Value Streams – Martin
- Lean / 6-sigma concepts
- Multi-Process Oriented
- Customer focused results
IT4IT: An Automation Oriented Operating Model

**Strategy to Portfolio “Plan”**
- Align strategy
- Rationalize portfolio
- Prioritize backlog
- Manage investments

**Requirement to Deploy “Build”**
- Plan & design
- Develop
- Test
- Deploy

**Request to Fulfill “Deliver”**
- Define & publish
- Subscribe
- Fulfill
- Measure

**Detect to Correct “Run”**
- Detect
- Diagnose
- Change
- Resolve
The Traceable Architecture Layers

Layer 1: End-to-End Overview
Layer 2: Value Stream Documentation
Layer 3: Vendor-independent Architecture
Layer 4: Vendor-specific Refinement Architecture
Layer 5: Solution Architecture
IT4IT™ functional model – system of record fabric for IT mgmt.

This diagram is based on material developed by the IT4IT™ Forum of The Open Group – Oct 2015
IT4IT™ functional model – system of record fabric for IT mgmt.

This diagram is based on material developed by the IT4IT™ Forum of The Open Group – Oct 2015

This diagram is a trademark of The Open Group
IT4IT™ functional model – system of record fabric for IT mgmt.

Strategy to Portfolio
- Enterprise Architecture Component
- Policy Component
- Proposal Component
- Portfolio Demand Component
- Service Portfolio Component

Requirement to Deploy
- Enterprise Architecture Component
- Policy Component
- Proposal Component
- Portfolio Demand Component
- Service Portfolio Component

Request to Fulfill
- Offer Consumption Component
- Offer Management Component
- Request Rationalization Component
- Chargeback/Showback Component
- Usage Component
- Fulfillment Execution Component

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IT4IT™ functional model – system of record fabric for IT mgmt.

Strategy to Portfolio

- Enterprise Architecture Component
- Policy Component
- Proposal Component
- Scope Agreement
- Portfolio Demand Component
- Service Portfolio Component
- Conceptual Service
- Conceptual Service Blueprint

Requirement to Deploy

- Policy Component
- Requirement Component
- Test Component
- Source Control Component
- Build Component
- Project Component
- Build Package Component
- Service Design Component
- Release Composition Component

Request to Fulfill

- Defect Component
- Offer Consumption Component
- Offer Management Component
- Request Rationalization Component
- Chargeback/Showback Component
- Catalog Composition Component
- Usage Component
- Fulfillment Execution Component

Detect to Correct

- Incident Component
- Problem Component
- Service Level Component
- Event Component
- Diagnostics & Remediation Component
- Service Monitoring Component
- Change Control Component
- Configuration Management Component

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IT4IT™ functional model – system of record fabric for IT mgmt.

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Key functional component  Service model object  Auxiliary data object
Entity relationship  Key data object

IT4IT™ is a trademark of The Open Group
IT4IT™ Requirement to Deploy value stream level 2

This diagram is based on material developed by the IT4IT™ Forum of The Open Group – November 2015.
This diagram is based on material developed by the IT4IT™ Forum of The Open Group – November 2015
IT4IT™ Request to Fulfill HPE product mapping

[Diagram showing the relationship between various components and services, including Service Catalog, Service Contract, Service Level, and others, with arrows indicating flow and interaction between them.]
Synergy: Composable Infrastructure for Fulfilment Execution
Increases efficiency, accelerates service delivery

Fluid Resource Pools
- Single infrastructure that boots-up ready for any workload
- Auto-assembles and flexible capacity

Software-Defined Intelligence
- Rapidly compose infrastructure in seconds
- Template-driven automation for frictionless operations

Unified API
- Cloud-like portal for Infrastructure as a Service
- Automate IT operation processes
- Automate infrastructure deployment for DevOps
IT4IT™ Detect to Correct value stream level 2

This diagram is based on material developed by the IT4IT™ Forum of The Open Group – November 2015
IT4IT Supports Key Transformations

IT4IT & Bi-Modal
IT4IT & DevOps
IT4IT & Cloud
IT4IT & Security
IT4IT & Service Broker
IT4IT & Bi-Modal IT

Mode 1
“Core IT”
- Provides Standard Services (Building Blocks)
- Focuses on efficiency & cost
- Automates Service Delivery

Mode 2
“Fluid IT”
- Responds to ad-hoc demand
- Provides catalog feedback
- Generates service demand

Accelerates
Request to Fulfill “Deliver”
- Define & publish
- Subscribe
- Fulfill
- Measure

Requirement to Deploy “Build”
- Plan & design
- Develop
- Test
- Deploy

Creates

Strategy to Portfolio “Plan”
- Align Strategy
- Rationalize Portfolio
- Prioritize Backlog
- Manage Investments

Funds

Funds
IT4IT & DevOps
DevOps Theme

Increase automation

Reduce latency

Increase visibility
High velocity innovation, multiple constraints

Planning

App Development

App Testing

Release decision

App release

Deployed App

Business demands

Rapidly increasing WIP

Isolated build and integration processes

Manual Testing increases latency or drives limited test coverage

High # defects

Poor confidence in test data fosters “release aversion” driving more WIP

InfoSec & compliance engaged late driving vulnerabilities & re-work

“patch in production” leads to snowflake systems

Locally optimized teams, measures and tools drives escalating WIP, lack of end-to-end visibility and trust

Lack of effective customer insight and high latency drives “kitchen sink” requirements

Waiting time for build and test environments drives “desk-side” builds

Manual and error prone app deployments

Manual and error prone app deployments

Error prone manual hand-offs and processes

Poor user experience
High velocity innovation

Business demands

Locally optimized teams, measures and tools drives escalating WIP, lack of end-to-end visibility and trust

Rapidly increasing WIP

Lack of effective customer insight and high latency drives "kitchen sink" requirements

"patch in production" leads to snowflake systems

Manual and error prone app deployments

InfoSec & compliance engaged late driving vulnerabilities & re-work

Business demands

Isolated build and test environments drives "desk-side" builds

Continuous delivery

Continuous Integration & Testing

Build

Release

Operate

Monitor

Deploy

Test

High velocity innovation

Continuous Delivery & Deployment

Continuous Operations

Continuous assessment

Poor user experience

One way flow
How IT4IT Supports DevOps
IT4IT & Cloud
NIST 800-146: The simple cloud definition standard

The 3 basic cloud concepts to know

5 Essential Characteristics

- On-demand self-service
- Broad network access
- Resource pooling
- Rapid elasticity
- Measured service

Delivery Models

- Private
- Public
- Hybrid
- Community

Service Models

- SaaS
- PaaS
- IaaS

http://www.nist.gov/manuscript-publication-search.cfm?pub_id=911075
## S2P & R2D Impacts in a Cloud / Multi-sourcing strategy

<table>
<thead>
<tr>
<th>Strategy to Portfolio</th>
<th>Requirement to Deploy</th>
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<tbody>
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<td>Service Design Component</td>
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<td></td>
<td>Release Composition Component</td>
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</table>

### Cloud Sourcing Policies
- Scope (Business, Data)
- Business Core / Contextual
- Sourcing Guidance
- Adopt NIST 800-146 principles

### Service Portfolio and Scope
- Cloud Suitability Analysis
- Track Percentage Transformed
- Provider Management and Feedback

### Services Designed for Cloud / multi-supplier
- Dependencies, SLAs and Principals
- Design in R2F and D2C considerations

### Services Packaged for Cloud Provisioning
- New boundary conditions and interfaces
- Container & Microservice Impacts
R2F Impacts in a Cloud / Multi-sourcing Strategy

Catalog Cloud Based Services
- Size offers: Small, Medium Large
- Progressive: IaaS, PaaS, SaaS
- Ensure role & use case appropriate

Rationalize the Service request
- Contextually Routing Requests
- Identify best fulfilment / sourcing option

Implement Cloud Fulfilment
- Automating provider interfaces
- Operationalize Service: cost, SLA, monitoring
- Manage resource pool allocation / de-allocation

Cost / Usage Transparency
- Expose price, utilization to subscribers
- Changes consumption behavior
- Difficult change for traditional IT

Monitor Usage and Utilization
- Critical for “Elasticity” principle
- Evolves Capacity Management
- Critical in service forecasting
D2C Impacts in a Cloud / Multi-sourcing Strategy

Problems with providers vs. internal resources
- Limited vendor transparency on their Incident / defect
- Today: manual, tedious provider interactions

Integrated incident handling processes
- Case integration usually manual “Swivel chair”
- IT4IT ICE addressing case exchange standard

Monitoring providers and internal (Hybrid)
- External monitoring needed
- SLA Breach cause difficult to determine

Limited / Federated CI’s and Topology
- Service dependencies modeled
- New boundaries to manage
Synergy: Composable Infrastructure for Fulfilment Execution
Increases efficiency, accelerates service delivery

**Fluid Resource Pools**
- Single infrastructure that boots-up ready for any workload
- Auto-assembles and flexible capacity

**Software-Defined Intelligence**
- Rapidly compose infrastructure in seconds
- Template-driven automation for frictionless operations

**Unified API**
- Cloud-like portal for Infrastructure as a Service
- Automate IT operation processes
- Automate infrastructure deployment for DevOps
IT4IT integrated security concerns

Security requirements driven by policy

Verify security requirements are met

Security services in the catalog (content)

- Diagnosing root-cause
- Automating runbook
- Predictive modeling

Detect to Correct

Treat security as a type incident

Security features built into fulfillment processes

Security specific monitoring

Enterprise Security Context

Security Policies influence IT service portfolio decisions
<table>
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<td><strong>Services (Content)</strong></td>
<td><strong>Problem Component</strong></td>
</tr>
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<td><strong>Voltage</strong></td>
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<td><strong>ArcSight</strong></td>
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<td><strong>Usage Component</strong></td>
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<td><strong>ArcSight</strong></td>
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IT4IT & Service Brokering
Key service broker concerns

Strategy to Portfolio
- Enterprise Architecture Component
- Proposal Component
- Demand Component
- Service Portfolio Component

Requirement to Deploy
- Source Control Component
- Build Component
- Release Composition Component

Request to Fulfill
- Offer Management Component
- Catalog Composition Component
- Fulfillment Execution Component

Detect to Correct
- Problem Component
- Incident Component
- Service Level Component
- Event Component

Service Sourcing and dependency designs
- Security Policies influence IT service portfolio decisions
- Service designs to accommodate internal and external suppliers

Sourcing and interface requirements
- Service provider meets integration requirements
- Brokered and internal services in the catalog

Service fulfillment integration with suppliers
- Diagnose internal vs. provider root cause

Monitoring across provider and internal resources
- Treat security as a type incident

Security Policies in service portfolio decisions
Incident Case Exchange

IT4IT Integrated Incident Systems

- Problem Component
- Incident Component
- Event Component
- Service Monitoring Component
- Diagnostics & Remediation Component

Provider Detect to Correct

Consumer Detect to Correct

Close Incident

Open Incident
HPE is making IT4IT integrations real
Open micro-service based integration with Service Exchange (HPE IP)

Detect to Correct

Exposing product functions as micro-service
Multi-point integration working across sourcing chasms
HPE Universal Data Model implements L3

Service Exchange

Orchestration

Message Broker

Adapter

Problem/Known Error
Service Level Component
Service Contract
Diagnostics & Remediation Component
Service Monitoring Component
Run Book
Change Control Component
Configuration Management Component
Actual Service CIs

Existing IT Systems
Cloud Management Platforms
3rd Party IT Systems

RFC
Service Exchange
HPE Propel
Service Portal

HPE Propel
Service Portal
IT4IT Engagements
Key Objectives Leveraging IT4IT

- Tools Rationalization & Transformation
- Functional Maturity Assessment
- Roadmap Planning
- New IT Operating Model
Organization to IT Priorities Mapping & Opportunities

4. Growth & Cost
   Strategy to Portfolio “Plan”
   - Align Strategy
   - Rationalize Portfolio
   - Prioritize Backlog
   - Manage Investments

3. Growth & Productivity
   Requirement to Deploy “Build”
   - Requirements
   - Develop
   - Test
   - Deploy

2. Growth & Productivity
   Request to Fulfill “Deliver”
   - Define & publish
   - Order a service
   - Route & fulfill
   - Measure & charge

1. Risk & Productivity
   Detect to Correct “Run”
   - Detect
   - Diagnose
   - Change
   - Resolve

Relative Opportunity
- Low
- Medium
- High

Corporate Priorities
- Growth
- Productivity
- Risk
- Cost
Example D2C Rationalization
1. Route all monitoring through BSM (RTSM) to capture all events
   • Generate complete metrics view
   • Necessary for CLIP processing in correlation and automation
2. Reduce event source tools
   • Disparate drives greater cost and increased management overhead
3. Longer term: driver pagers from event management vs. monitoring directly
Safeway Rationalization

IT4IT Overview

IT4IT - Value Stream Functional Area
- IT Architecture Management
- Policy Management
- Proposal Management
- Service Demand Management
- Service Portfolio Management

Requirement to Deploy
- Change Management
- Deployment Management
- Project Delivery Management
- Requirements Management
- Service Design Management
- Service Development Management
- Test Management

Request to Fulfill
- Catalog Management
- Change Management
- Deployment Management
- Knowledge & Collaboration
- Request & Routing Management
- Self Service Support
- Service Consumption / Shopping
- Subscription Management
- Usage Management

Detect to Correct
- Change Management
- Configuration Management
- Diagnostics & Remediation
- Event Management
- Incident Management
- Problem Management
- Service Discovery
- Service Monitoring

Number of Records for each Value Stream Functional Area broken down by IT4IT - Value Stream. Color shows details about Value Stream Functional Area. The view is filtered on IT4IT - Value Stream, which includes Detect to Correct, Request to Fulfill, Requirement to Deploy, and Strategy to Portfolio.

Hewlett Packard Enterprise
IT4IT publications available

IT4IT™ Reference Architecture, Version 2.0
amzn.com/9401800332

IT4IT™ for Managing the Business of IT
A Management Guide
amzn.com/B01BJPNFSS

IT4IT™ Foundation Study Guide
Preparation for the IT4IT Part 1 Examination
amzn.com/9401800448

The IT4IT™ Reference Architecture, Version 2.0
A Pocket Guide
amzn.com/9401800332
Model landscape graphical overview

IT4IT Reference Architecture Level 1 V.2.0

COBIT
- Stakeholder Drivers (Environment, Technology Evolution, ...)
- Stakeholder Needs
- Enterprise Goals
- IT-related Goals
- Business Goals

IT4IT Reference Implementations (vendor-specific)

Processes

Systems

Plan
Strategy to Portfolio
- Enterprise Architecture Component
- Policy Component
- Portfolio Demand Component
- Project Component
- Service Portfolio Component
- IT Initiative

Build
- Requirement to Deploy
- Build Component
- Build Package Component
- Service Design Component
- Service Catalog Component
- Service Operation Component

Deliver
- Request to Fulfill
- Component
- Offer Component
- Chargeback/Showback Component
- Usage Component

Run
- Detect to Correct
- Problem Component
- Incident Component
- Change Control Component
- Configuration Management Component

ITIL

TOGAF, PRINCE2, PMI, ...
IT4IT™ becoming an “umbrella” for other standards

Strategy to Portfolio
- TOGAF
- SAFe, Prince II
- ITIL
- COBIT
- ArchiMate
- UML

Requirement to Deploy
- Requirement Component
- Source Control Component
- Project Component
- Release Composition Component
- Service Release Blueprint

Request to Fulfill
- Test Component
- Build Component
- Build Package Component
- Catalog Composition Component
- Service Release Blueprint

Detect to Correct
- Defect Component
- Offer Management Component
- Request Rationalization Component
- Chargeback/Showback Component
- Usage Component

Policy Component
- Proposal Component

Source Control Component
- Portfolio Demand Component
- Service Portfolio Component
- Service Design Component

Release Composition Component
- Desired Service Model

Fulfillment Execution Component
- Change Control Component
- Configuration Management Component

Service Level Component
- Event Component

Diagnostics & Remediation Component
- Service Monitoring Component

Configuration Management Component
- Actual Service CIs

TOGAF, SAFe, Prince II, ITIL

Enterprise Architecture Component

Requirement to Deploy Component

Request to Fulfill Component

Detect to Correct Component

Hewlett Packard Enterprise

## Criteria Plan/Build/Run IT Value Chain IT Infrastructure Library (ITIL V3) COBIT

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Plan/Build/Run</th>
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<th>IT Infrastructure Library (ITIL V3)</th>
<th>COBIT</th>
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<tr>
<td>Widespread market standard</td>
<td></td>
<td><img src="https://example.com" alt="Not existing" /></td>
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<tr>
<td>End-to-End view</td>
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<td><img src="https://example.com" alt="Existing high level" /></td>
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The IT Value Chain Model provides a comprehensive, end-to-end service life cycle view and delivers guidance across information, process, system and governance layers. Leverage integration with other standards where applicable, e.g. ITIL for processes, COBIT for goals cascade.
Discover more at...

Public resources

- The Open Group IT4IT forum – Public site
  - Register for free: opengroup.org/IT4IT

- The Open Group IT4IT forum – member collaboration site
  - Register to join (free with your hpe.com email address): https://collaboration.opengroup.org/forums/it4it/

- HPE web site: hpe.com/software/it4it

- Email it4it@hpe.com for questions
Thank you

Mark.Bodman@hpe.com