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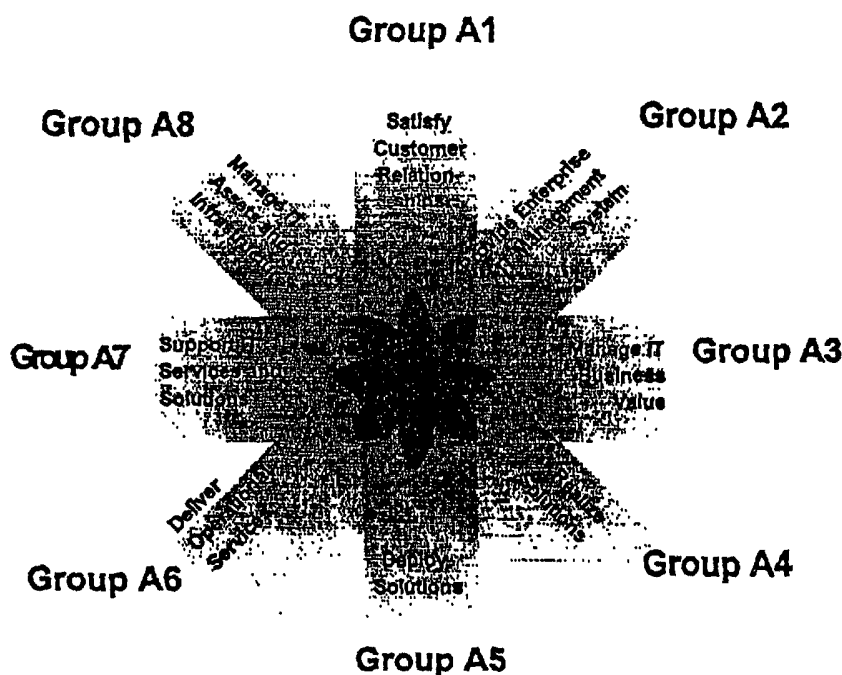
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(54) Title: AUTOMATED INFORMATION TECHNOLOGY MANAGEMENT SYSTEM

Information Technology Process Model



(57) Abstract: System and process for managing an IT infrastructure which collects transaction information on a component basis. The transaction data is used to evaluate the contribution of each component of the system as well as the business value of the service, and for the infrastructure as a whole. The usage data is prepared as reports and used in an IT management workflow model to make decisions about such things as the timing of system upgrades, strategic architectural decisions, timing of sunseting of service components, both hardware and software, and the return-on-investment (ROI) valuation of IT investments. Component values may be assessed on either a volume (number of transactions) basis, or on the discrete dollar value of the transactions supported by the component.

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B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/7

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

US Patent Database, JPO Database, EPO Database, Derwent, IBM_TD, DIALOG

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	EP 0 895 169 A2 (Agrawal et al.) 03 February 1999 (03.02.1999), figures 1-4, column 1, lines 15-23 and 38-47, column 7, lines 45-58, column 8, lines 1-10, 19-29, 40-52, and 55-58, column 9, lines 45-58, column 11, lines 42-53, column 13, lines 31-42 and 48-57, column 14, lines 18-24 and 44-55, column 15, 2-10, 33-41, and 47-52, and column 16, lines 4-16 and 33-41, column 17, lines 1-10 and 33-45, column 18, lines 1-12.	1-16
Y	Moore et al., "Standardizing Reuse", Communications of the ACM, March 1997, Vol. 40, No. 3, 6 pages.	1-16
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C. (Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
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Y	US 5,630,069 A (Flores et al.) 13 May 1997 (13.05.1997), abstract, figures 2, 3, column 3, lines 3-23 43-67, column 4, lines 39-65, column 5, lines 4-12 and 40-65, column 7, lines 55-67, column 8, lines 1-7 and 45-55, column 10, lines 15-40, column 13, lines 60-67, and column 14, lines 1-9.	1-16
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