(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau

(43) International Publication Date
15 May 2003 (15.05.2003)

PCT

(10) International Publication Number
WO 03/040887 A2

(51) International Patent Classification[7]: G06F

(21) International Application Number: PCT/US02/35713

(22) International Filing Date:
6 November 2002 (06.11.2002)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
10/005,862 8 November 2001 (08.11.2001) US

(71) Applicant: **INTERNATIONAL BUSINESS MACHINES COPORATION** [US/US]; New Orchard Road, Armonk, NY 10504 (US).

(72) Inventors: **ERNEST, Mark, L.**; 903 Israel Creek Court, Knoxville, MD 20879 (US). **FINDEN-BROWNE, Christopher**; 111 Potters Lane, Send, Woking, Surrey GU23 7AW (GB). **MOORE, James, R.**; 28546 N.E. 63rd Way, Carnation, WA 98014 (US).

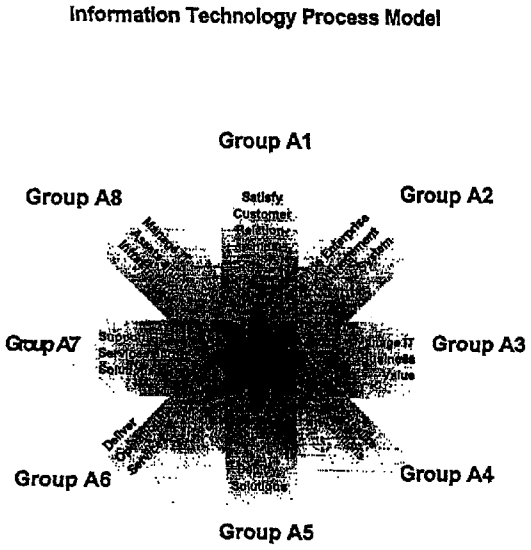
(74) Agent: **BLECKER, Ira, D.**; International Business Machines Corporation, Dept. 18G, Bldg. 300/482, 2070 Route 52, Hopewell Junction, NY 12533 (US).

(81) Designated States *(national)*: AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TN, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZM, ZW.

(84) Designated States *(regional)*: ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, SK, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

[Continued on next page]

(54) Title: AUTOMATED INFORMATION TECHNOLOGY MANAGEMENT SYSTEM



(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 sunsetting 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.

WO 03/040887 A2

Published:
— *without international search report and to be republished upon receipt of that report*

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.