

The diagram illustrates the architecture of the ITSM system, organized into five main layers:

- Top Layer (Data Sources):**
  - Business Event Processing
  - Business Alerting
  - Incident Log Collection
  - Service Request Management
  - Helpdesk
  - Log Collection
- Core Function Layer:**
  - Routing
  - Business Event Processing
  - Knowledge
  - Business Alerting
  - SOC Alerting and Response
  - Service Request Management
  - Incident Analysis
  - Business Event Processing (Internal)
  - Business Event Processing (External)
  - Incident Analysis
  - Incident Log Collection
  - Service Request Management
- Data Layer:**
  - Event Log Collection
  - Incident Log Collection
  - Knowledge
  - Service Request Management
  - Incident Log Collection
  - Service SLA Management
  - Event (Log) Management
  - Business Event Processing
  - Alerting
  - Incident Log Collection
- ITSM Interaction Layer:**
  - Business Event Log Collection
  - Business Event Processing and Alerting
  - External Alerting and Response
  - Incident Log Collection
- Bottom Layer (Data Sources):**
  - Business Event Processing (Internal)
  - SOC Business Event Processing
  - ITSM
  - Internal and External (SOC)
  - Business Event Processing (External)