



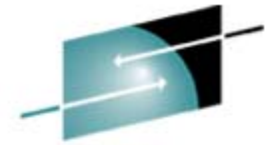
Aligning ITIL Processes with COBIT Stages

Reg Harbeck
CA

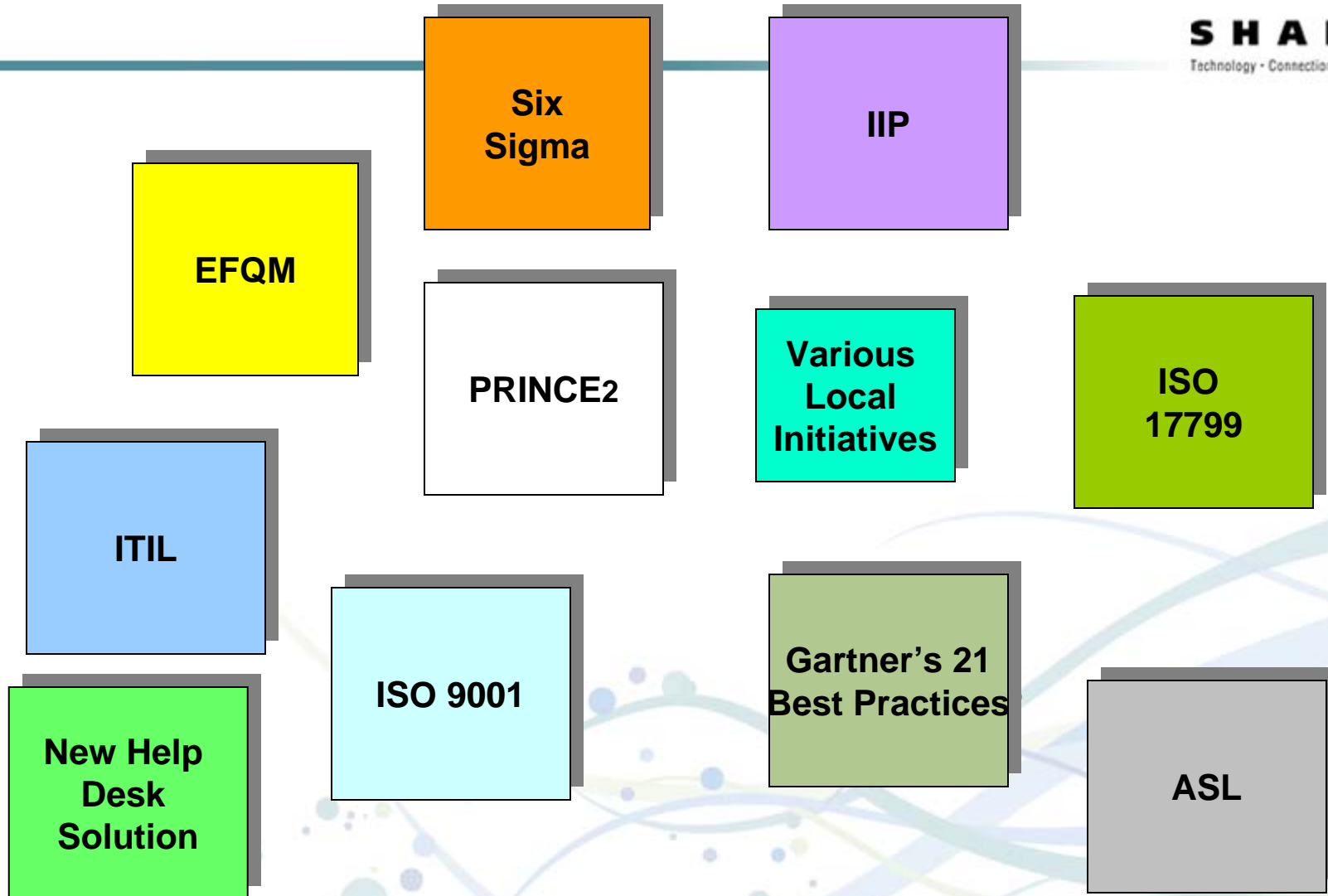
Wednesday, August 15, 2007
Session 1472

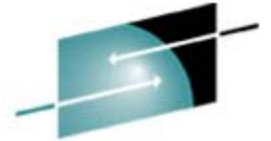


Current Business Initiatives



SHARE
Technology • Connections • Results





ARE
y • Connections • Results

COBIT

Control **OB**jectives
for Information
& related **T**echnology

COBIT-Background

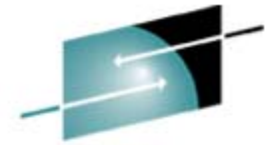


- COBIT grew from initiative to update EDPAA's Control Objectives in 1992
- New focus expected to include managerial & user needs regarding IT control & governance
- Global perspective added
- COBIT Steering Committee appointed
- IT control framework developed
- The framework became COBIT
- COBIT first published in April, 1996
- COBIT implementation monitored & evaluated by ISACA & the COBIT Steering Committee
- COBIT enhancements developed, 1997
- COBIT, 2nd edition, published in April, 1998
- IT Governance Institute formed by ISACA & ISACF in 1998
- COBIT enhancements & development of Management Guidelines, 1999-2000
- COBIT, 3rd edition, & Management Guidelines, published in July, 2000

COBIT-Authority



- Aligned with *de facto* standards & regulations
- Based on 41 international standards
- Professional standards for internal control & auditing (COSO, IFAC, AICPA, IIA, etc)
- Technical standards (ISO, EDIFACT, etc.)
- Codes of Conduct
- Qualification criteria for IT systems & processes (ISO9000, ITSEC, TCSEC, etc.)
- Industry practices & requirements from industry forums (ESF, I4)
- Emerging industry-specific requirements from banking, e-com, IT manufacturing.
- Work closely with 150 Chapters in 100 Countries to develop standard



SHARE
Technology • Connections • Results

Plan & Organize

(PO Process Domain)

The diagram consists of two light blue rectangular boxes with black borders. The left box is taller and contains the text 'Plan & Organize (PO Process Domain)'. The right box is shorter and wider, containing 'Acquire & Implement (AI Process Domain)'. A blue arrow points from the right side of the first box to the left side of the second box. A thin grey line runs horizontally behind the boxes, and a thicker grey line runs horizontally behind the arrow.

**Plan &
Organize**
(PO Process Domain)

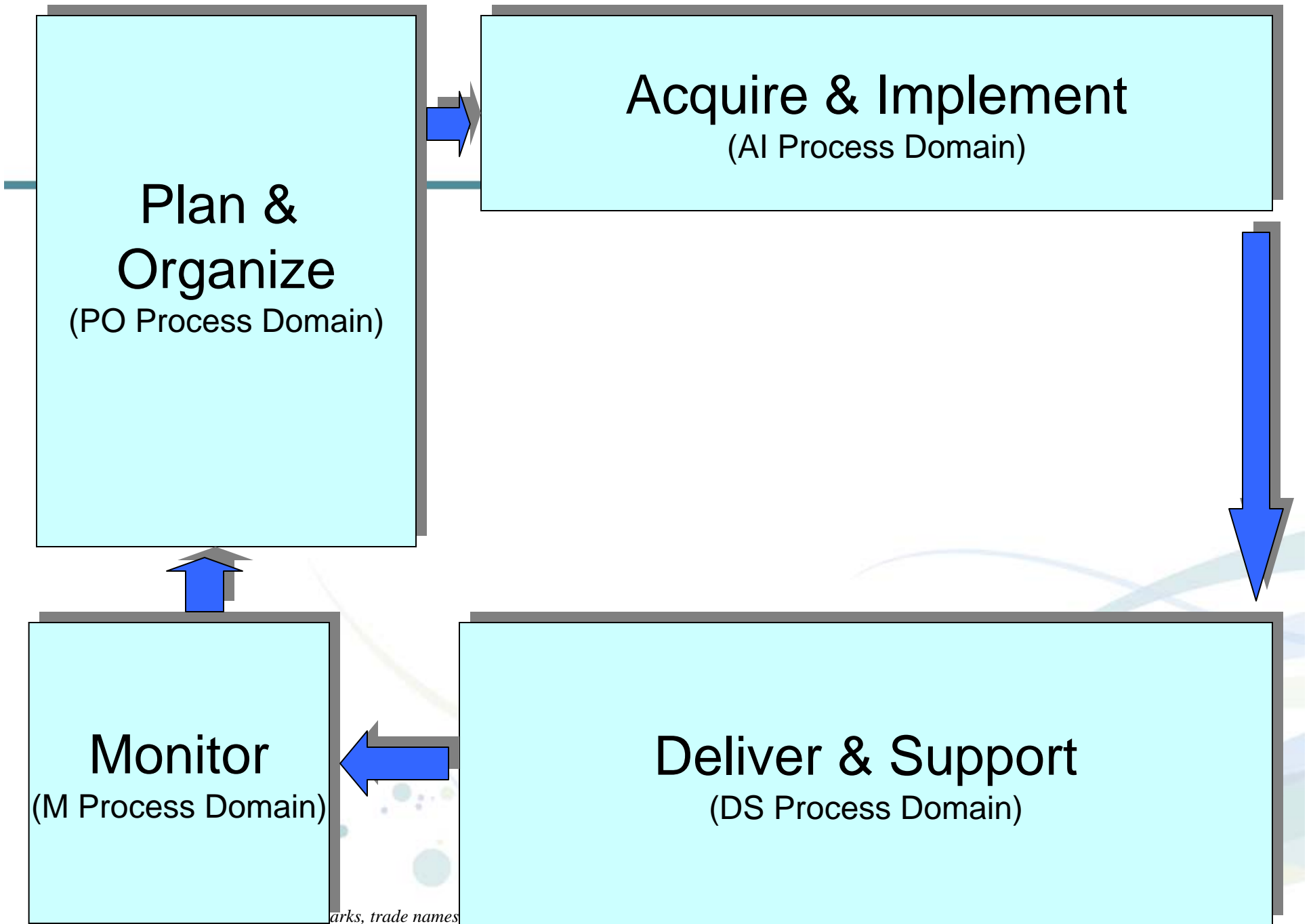
Acquire & Implement
(AI Process Domain)

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graph LR; PO[Plan & Organize  
(PO Process Domain)] --> AI[Acquire & Implement  
(AI Process Domain)]; AI --> DS[Deliver & Support  
(DS Process Domain)];
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**Plan &
Organize**
(PO Process Domain)

Acquire & Implement
(AI Process Domain)

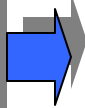
Deliver & Support
(DS Process Domain)



marks, trade names

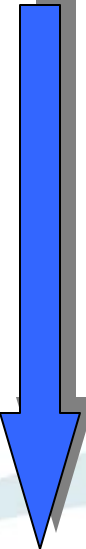
Plan & Organize

- Define Strategic IT Plan
- Define Information Architecture
- Determine Technological Direction
- Define IT Organization & Relationships
- Manage IT Investment
- Communicate Aims & Direction
- Manage Human Resource
- Ensure Compliance With External Standards
- Assess Risks
- Manage Projects
- Manage Quality



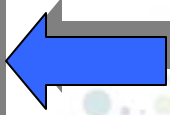
Acquire & Implement

- Identify Automated Solutions
- Acquire & Maintain Application Software
- Install & Accredit Systems
- Manage Change
- Acquire & Maintain Technology Infrastructure
- Develop & Maintain IT Procedures



Deliver & Support

- Define & Manage Service Levels
- Manage Third-Party Services
- Manage Performance & Capacity
- Ensure Continuous Service
- Ensure System Security
- Identify & Allocate Costs
- Manage Operations
- Educate & Train Users
- Assist & Advise IT Customers
- Manage Configuration
- Manage Problems & Incidents
- Manage Data
- Manage Facilities



Monitor

- Monitor The Process
- Assess Internal Control Adequacy
- Obtain Independent Assurance
- Provide Independent Audit



marks, trade names

Plan & Organize

- PO 1 Define a Strategic Information Technology Plan
- PO 2 Define the Information Architecture
- PO 3 Determine the Technological Direction
- PO 4 Define the IT Organization & Relationships
- PO 5 Manage the Investment in Information Technology
- PO 6 Communicate Management Aims & Directions
- PO 7 Manage Human Resources
- PO 8 Ensure Compliance with External Requirements
- PO 9 Assess Risks
- PO 10 Manage Projects
- PO 11 Manage Quality

Acquire & Implement

- AI 1 Identify Automated Solutions
- AI 2 Acquire & Maintain Application Software
- AI 3 Acquire & Maintain Technology Infrastructure
- AI 4 Develop & Maintain IT Procedures
- AI 5 Install & Accredit Systems
- AI 6 Manage Changes

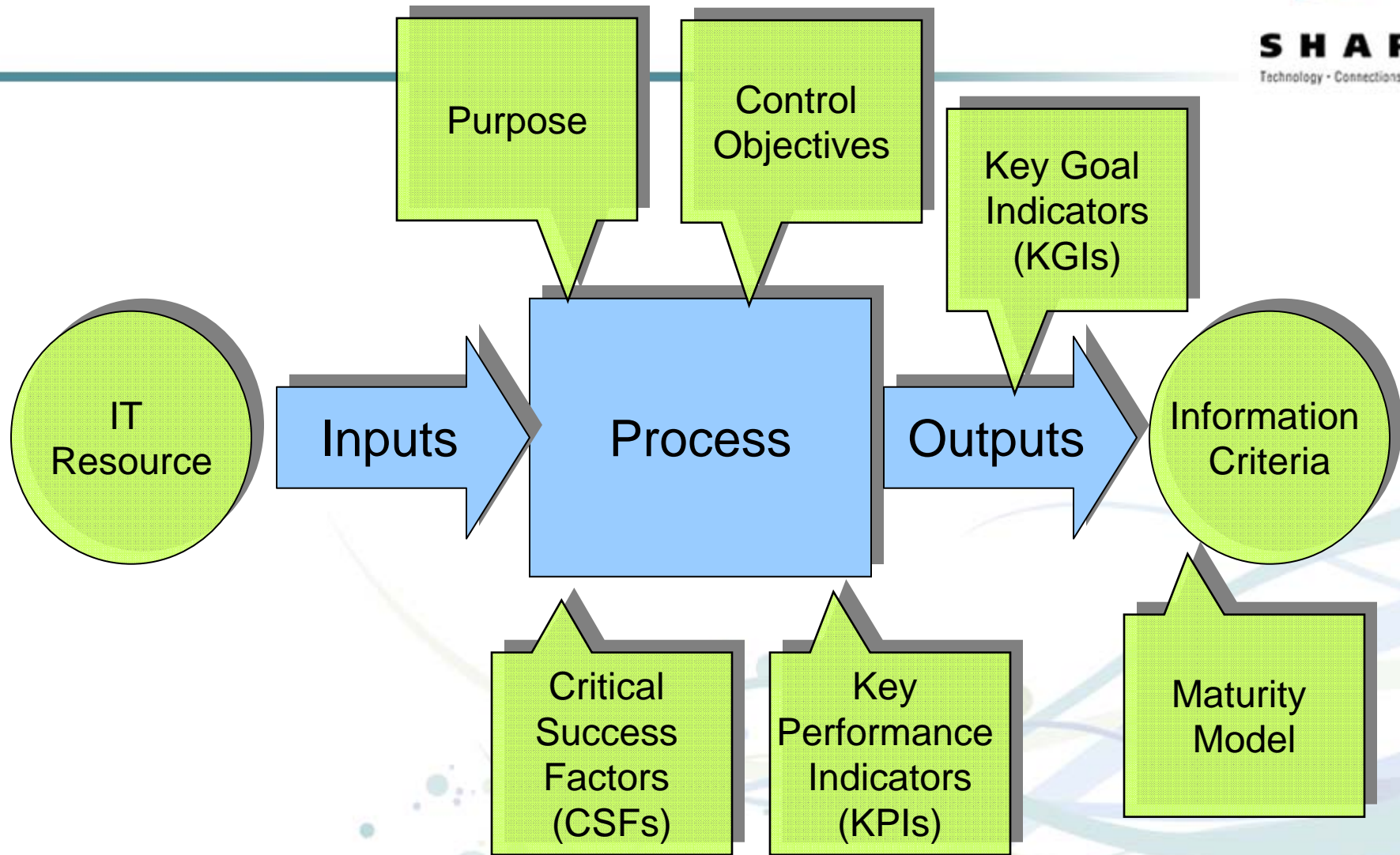
Deliver & Support

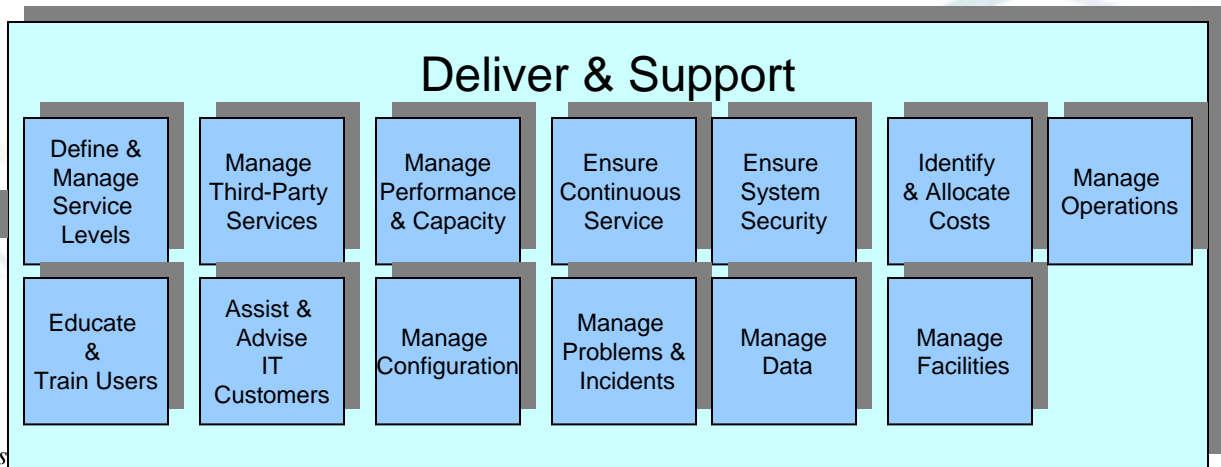
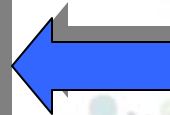
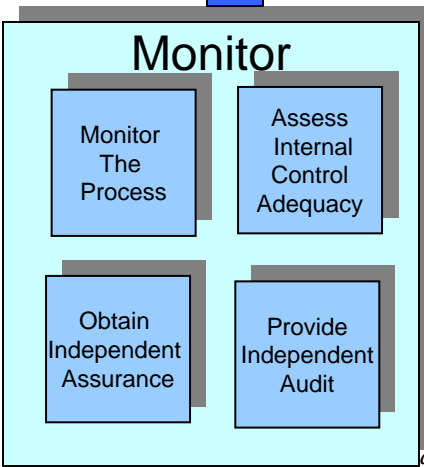
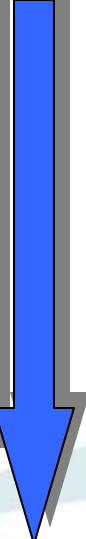
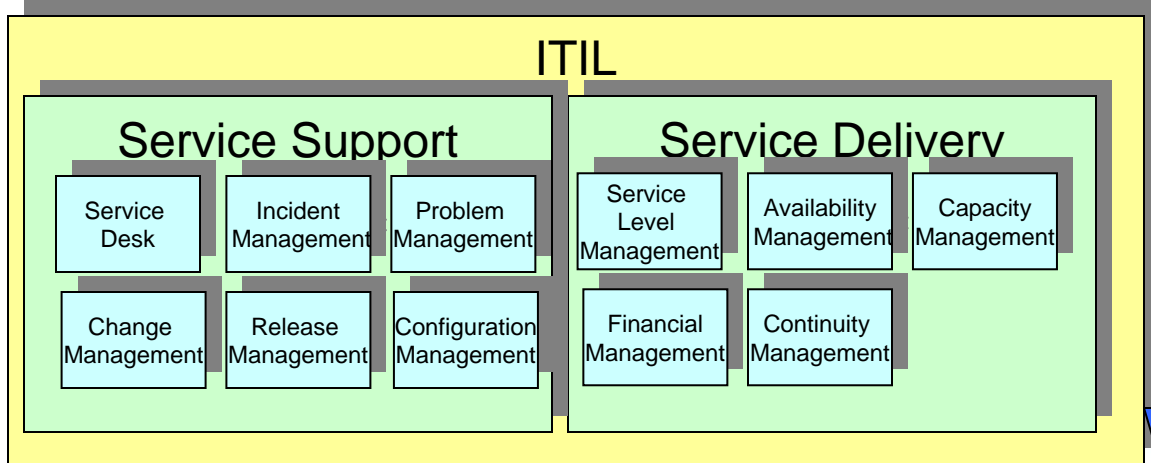
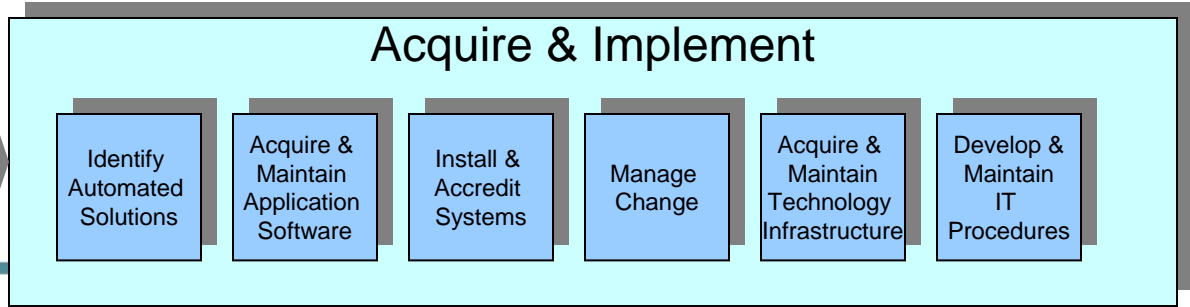
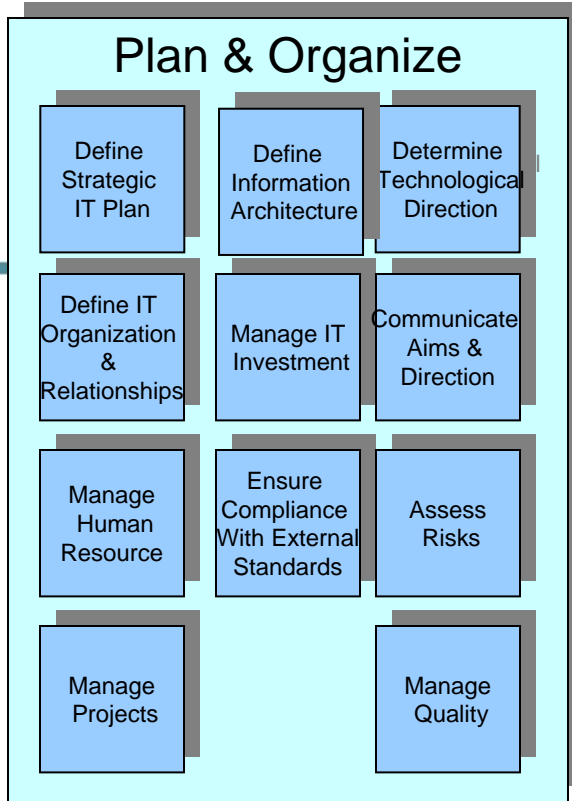
- DS 1 Define Service Levels
- DS 2 Manage Third-Party Services
- DS 3 Manage Performance & Capacity
- DS 4 Ensure Continuous Service
- DS 5 Ensure Systems Security
- DS 6 Identify & Allocate Costs
- DS 7 Educate & Train Users
- DS 8 Assist & Advise IT Customers
- DS 9 Manage the Configuration
- DS 10 Manage Problems & Incidents
- DS 11 Manage Data
- DS 12 Manage Facilities
- DS 13 Manage Operations

Monitor

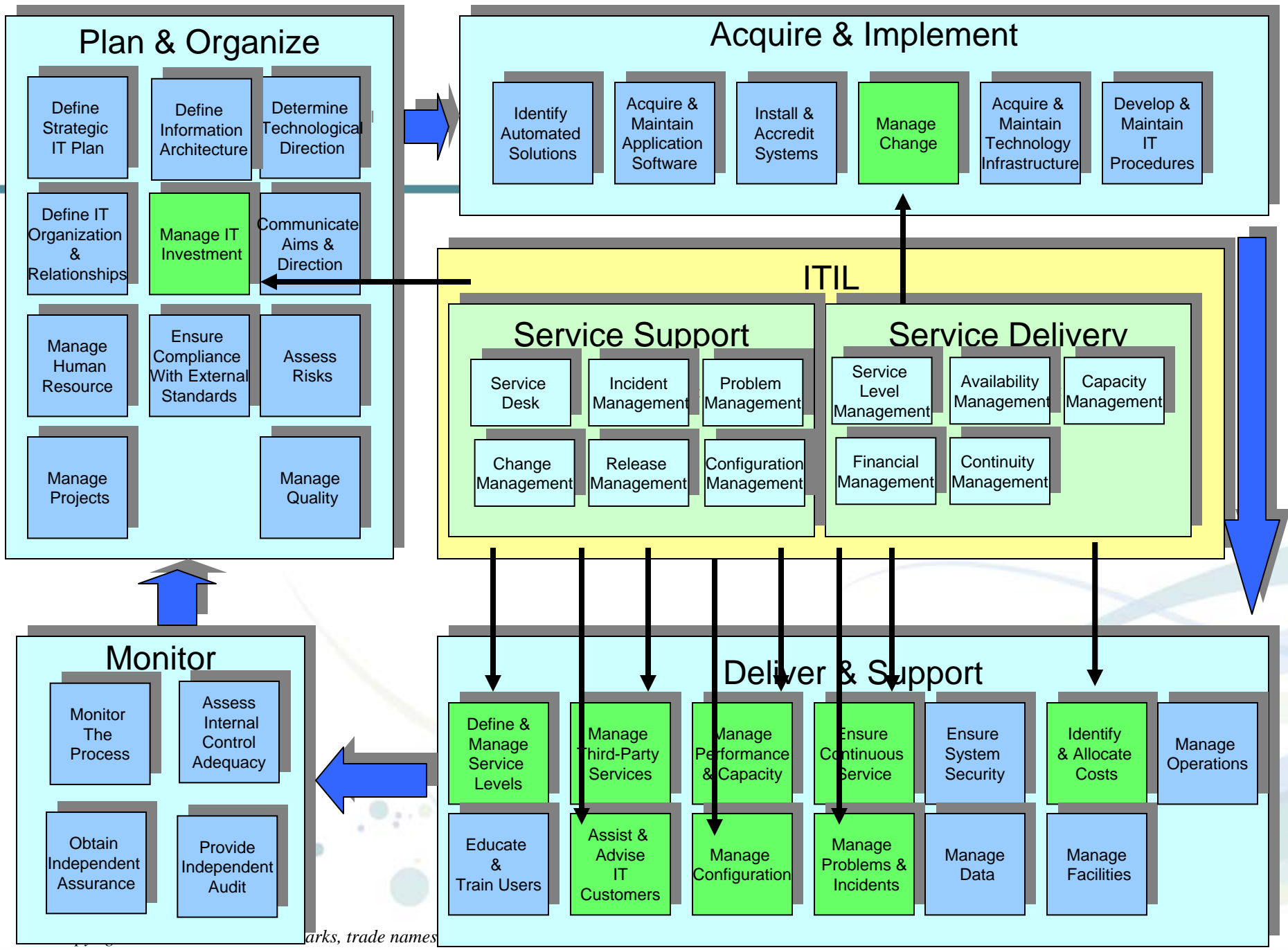
- M 1 Monitor the Process
- M 2 Assess Internal Control Adequacy
- M 3 Obtain Independent Assurance
- M 4 Provide for Independent Audit

Key Process Components

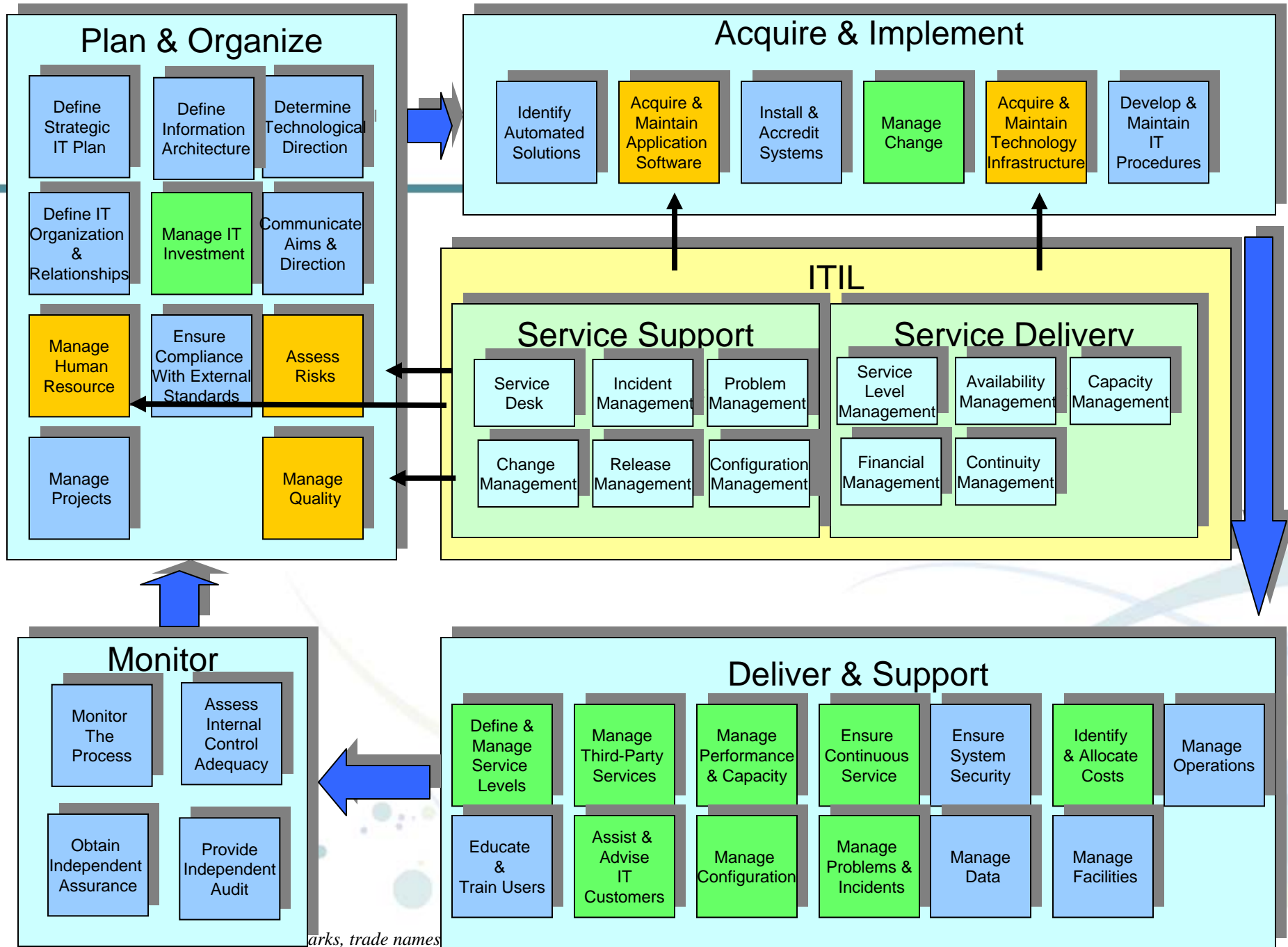




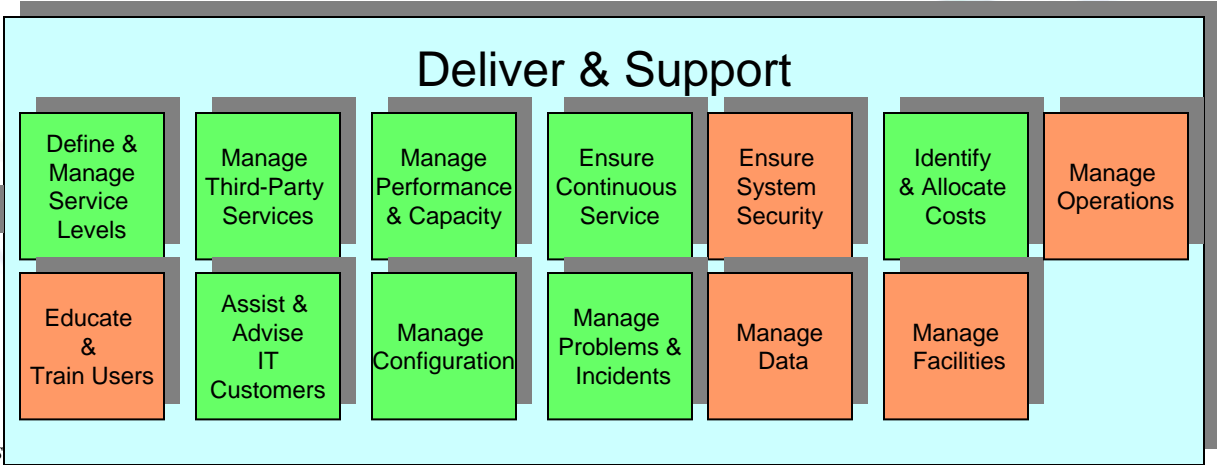
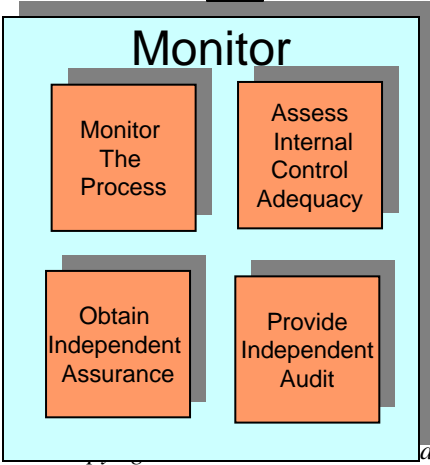
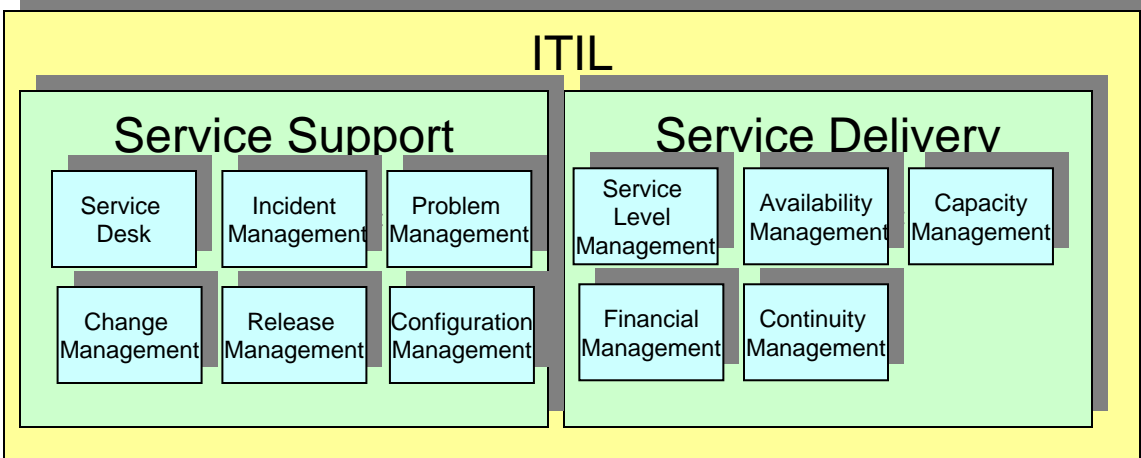
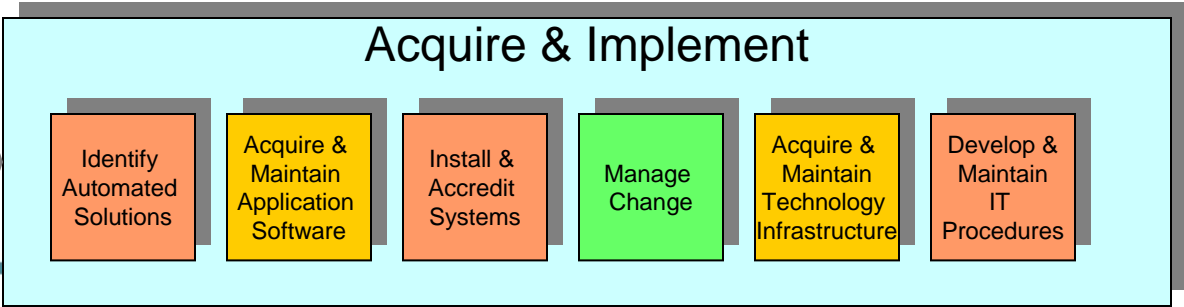
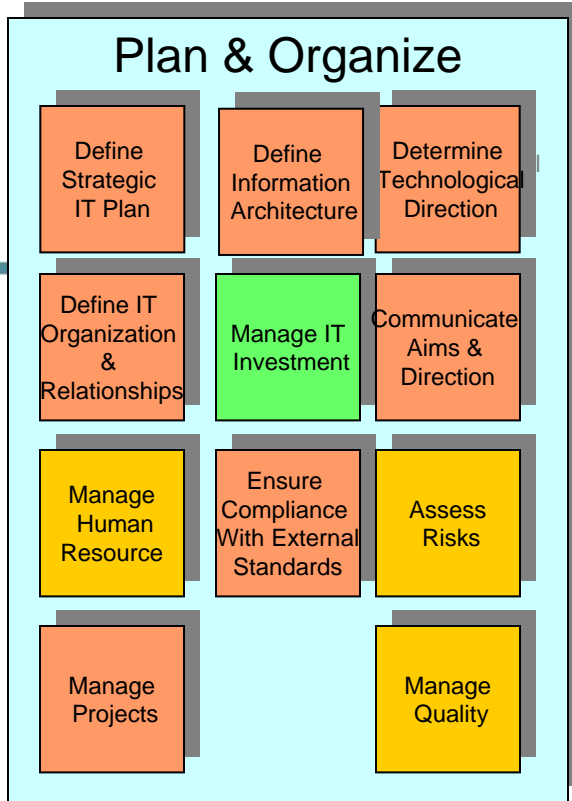
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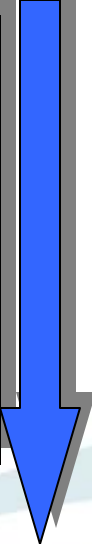
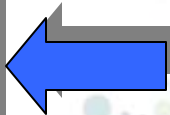
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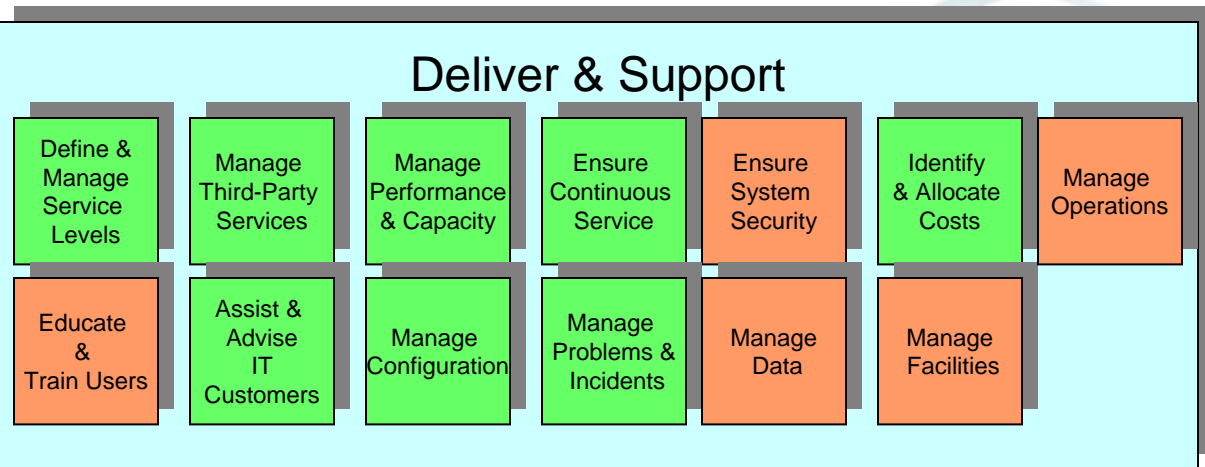
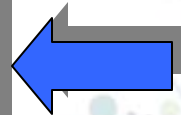
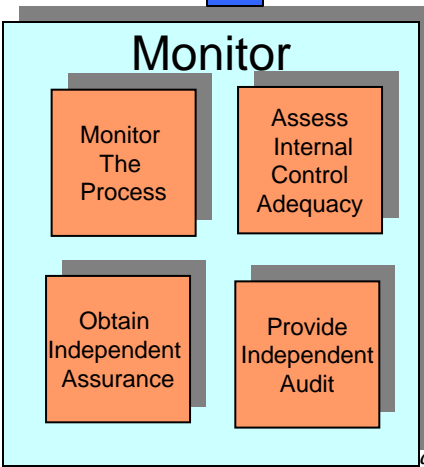
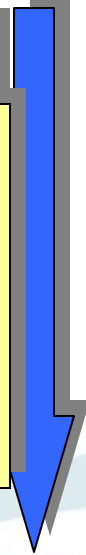
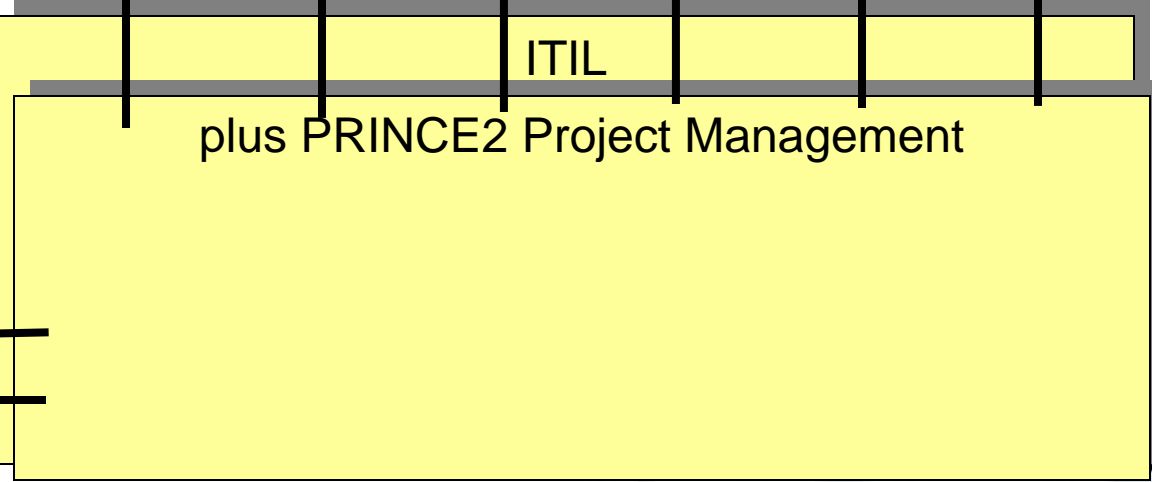
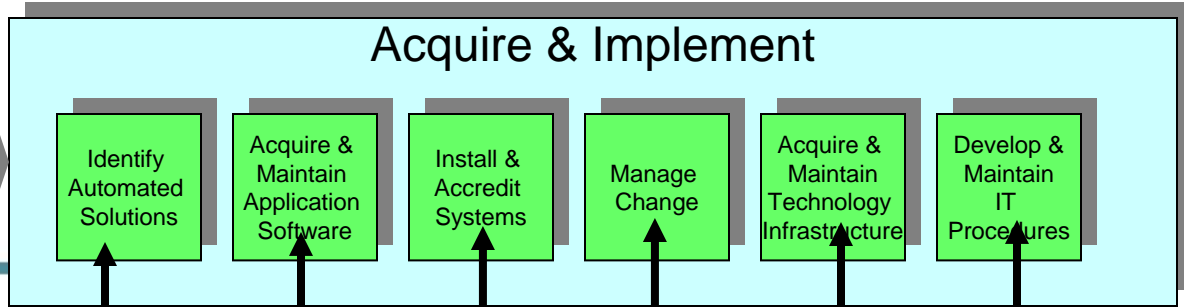
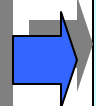
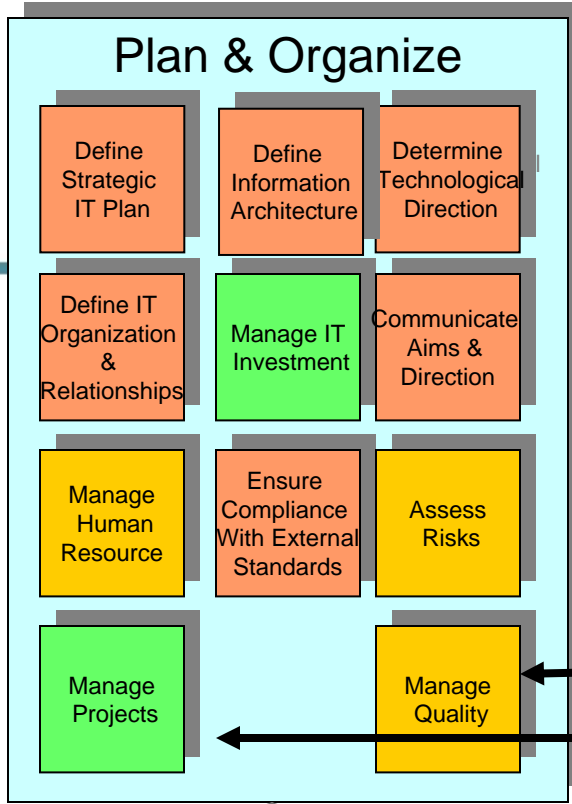


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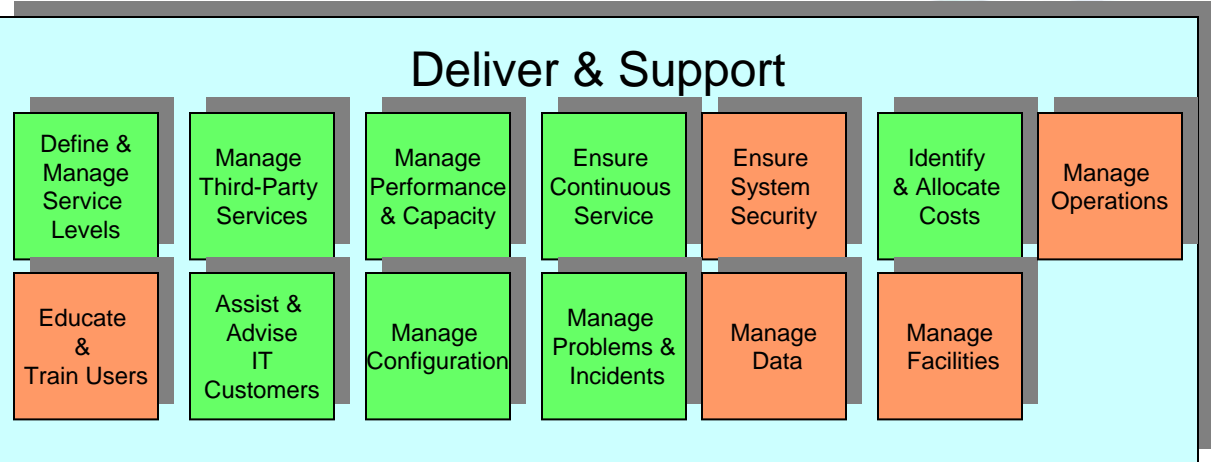
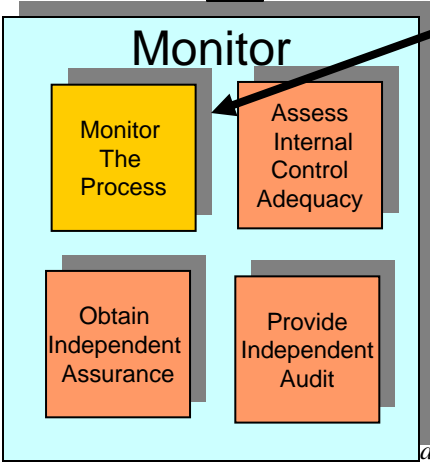
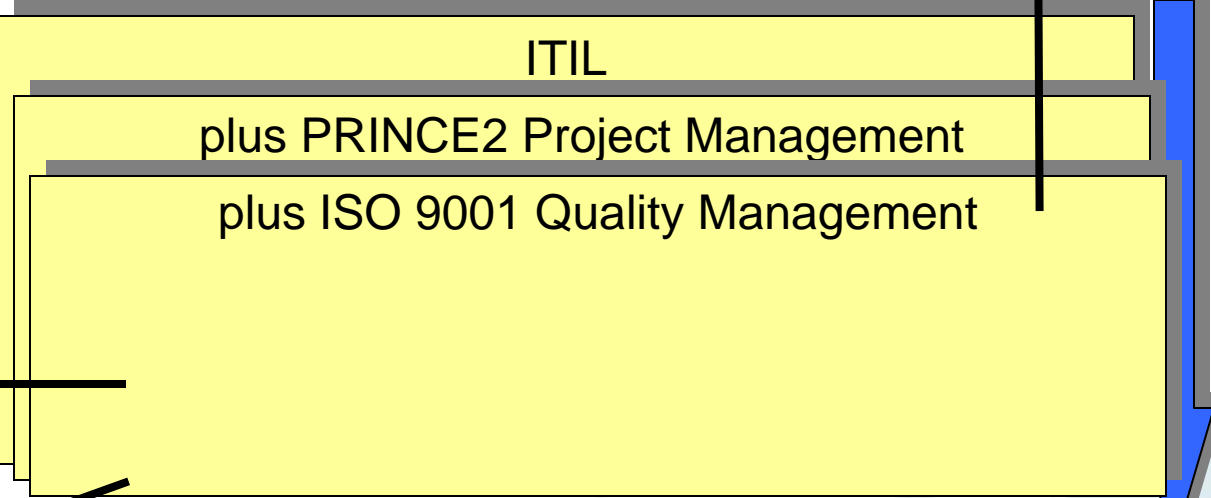
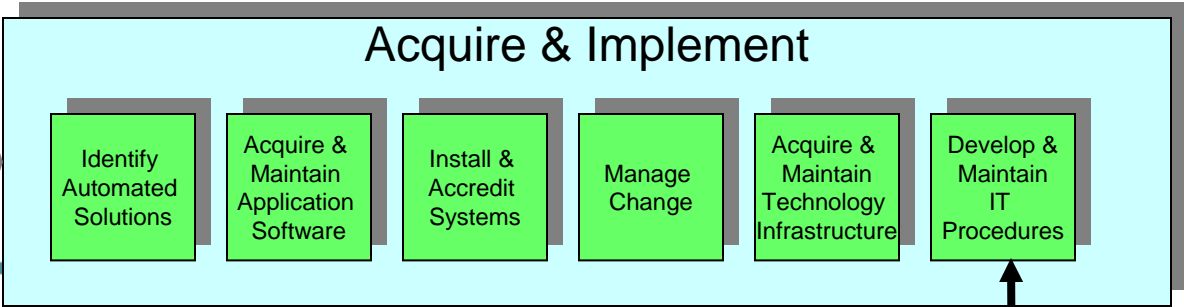
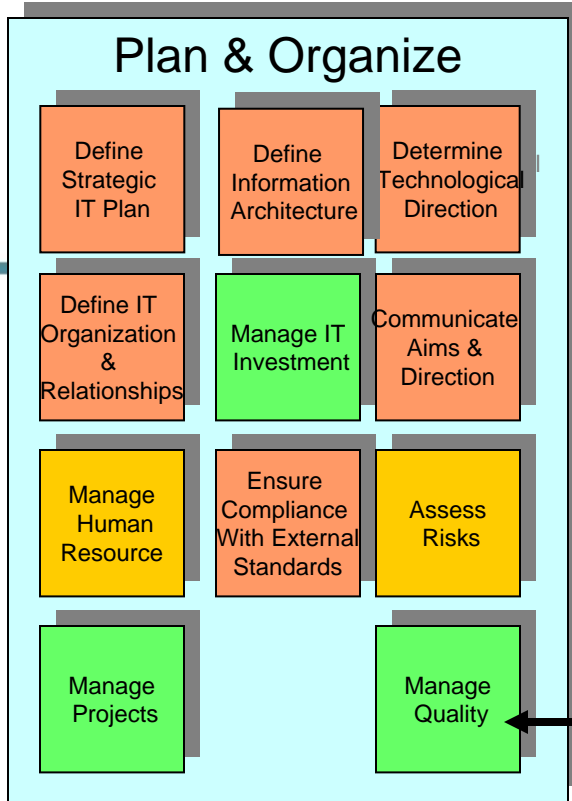


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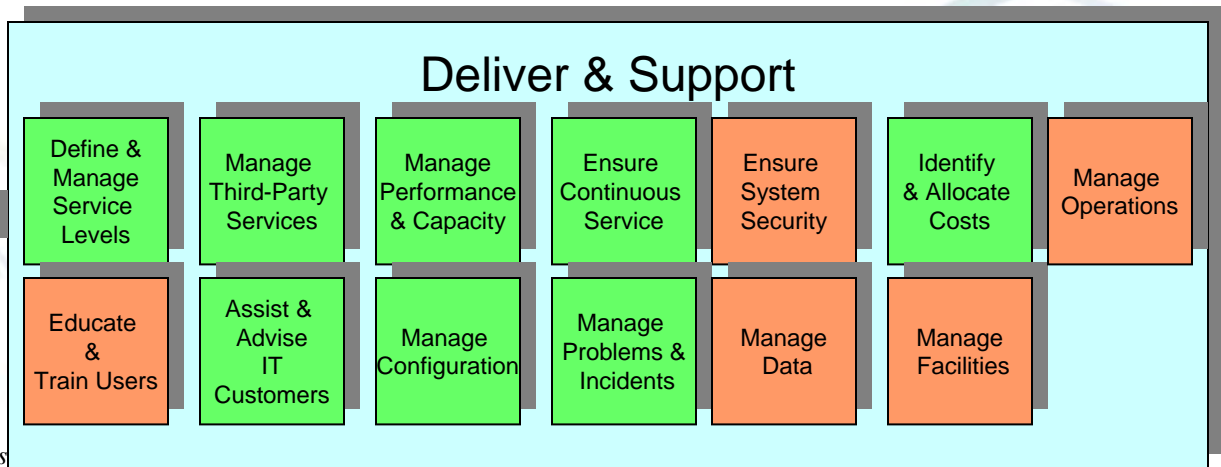
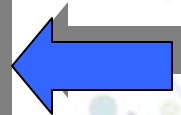
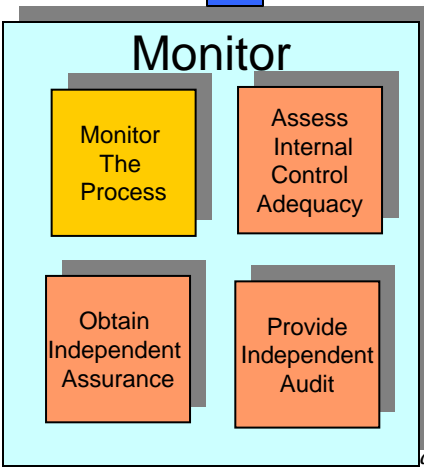
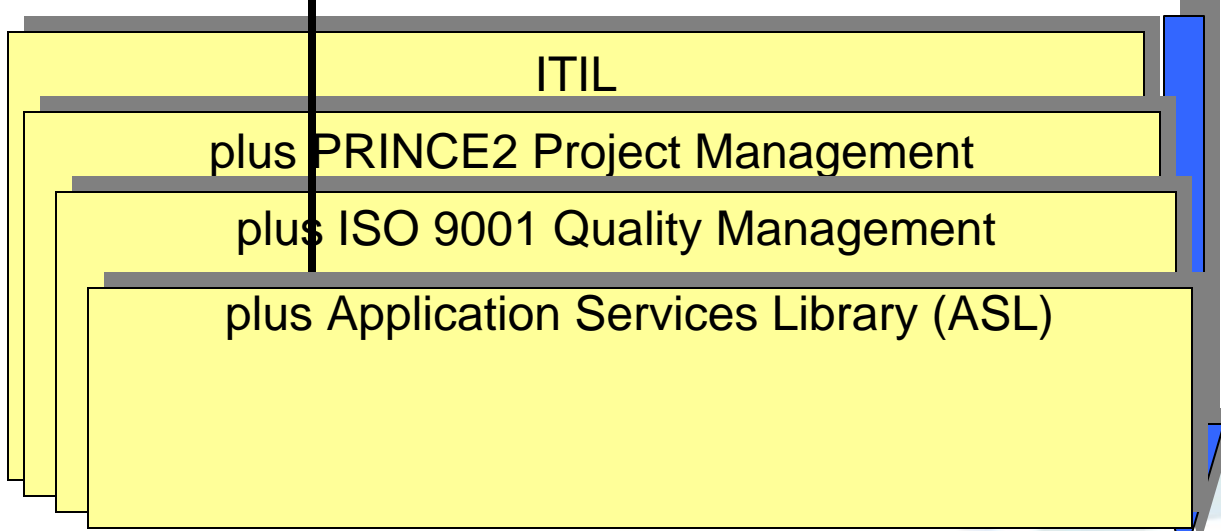
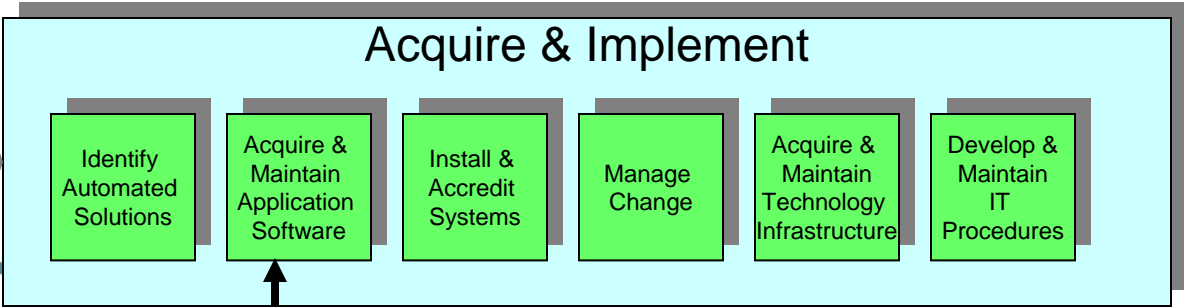
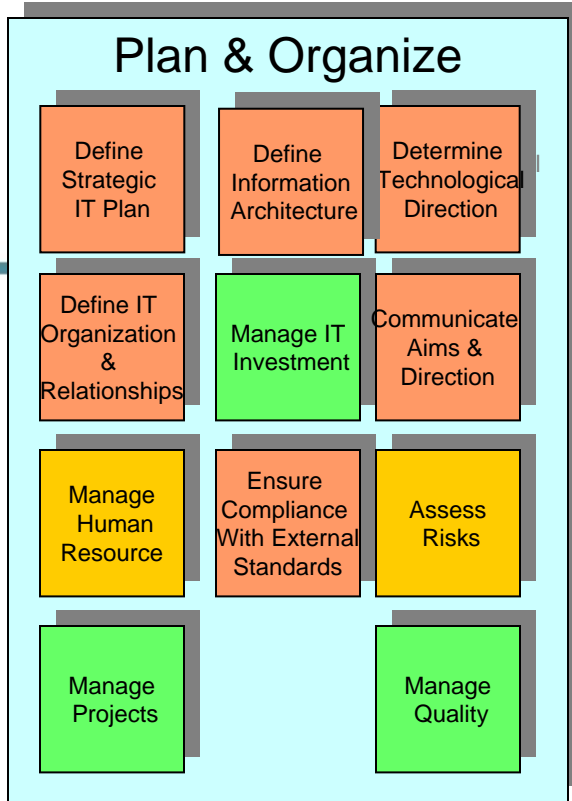


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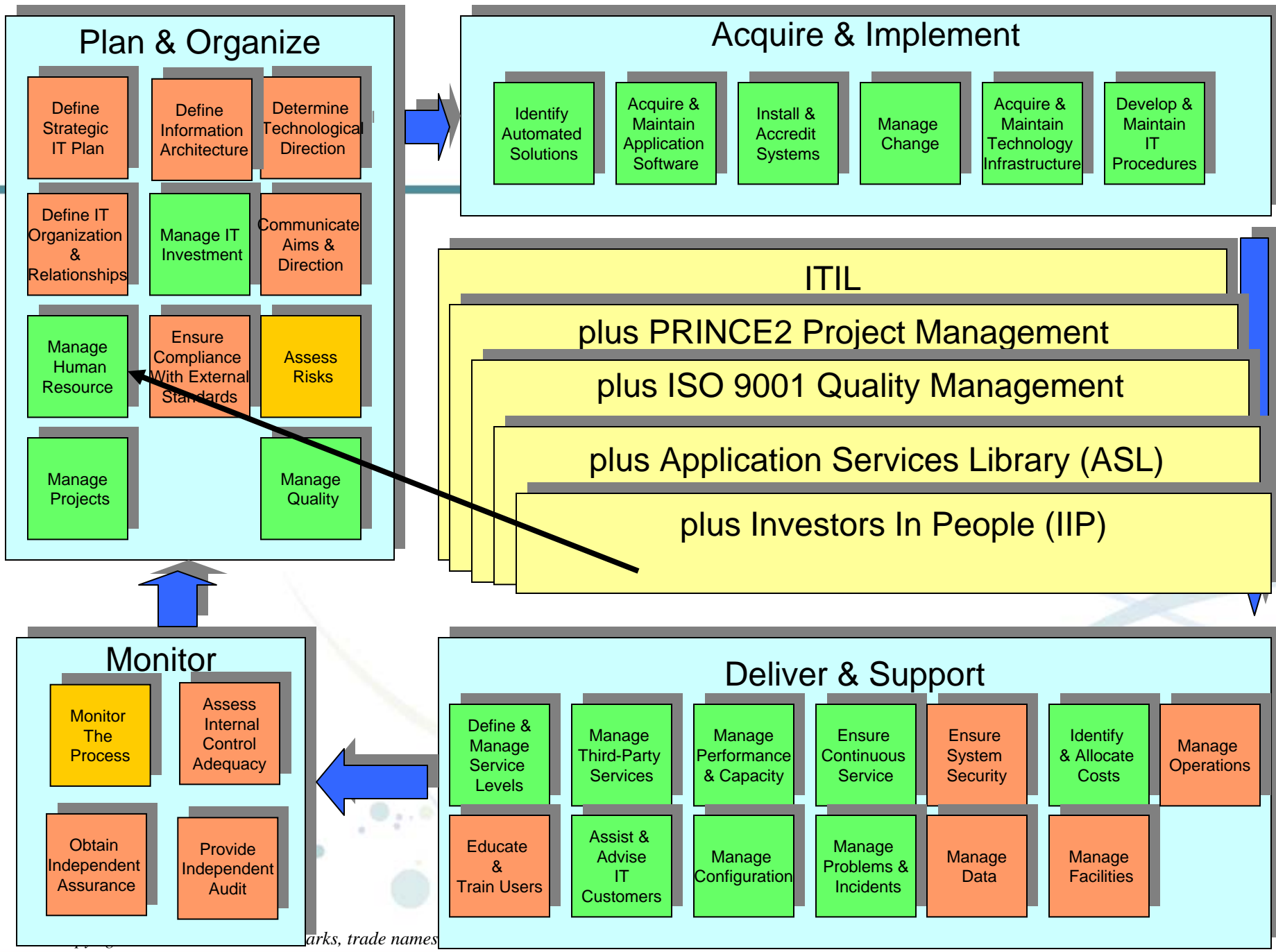


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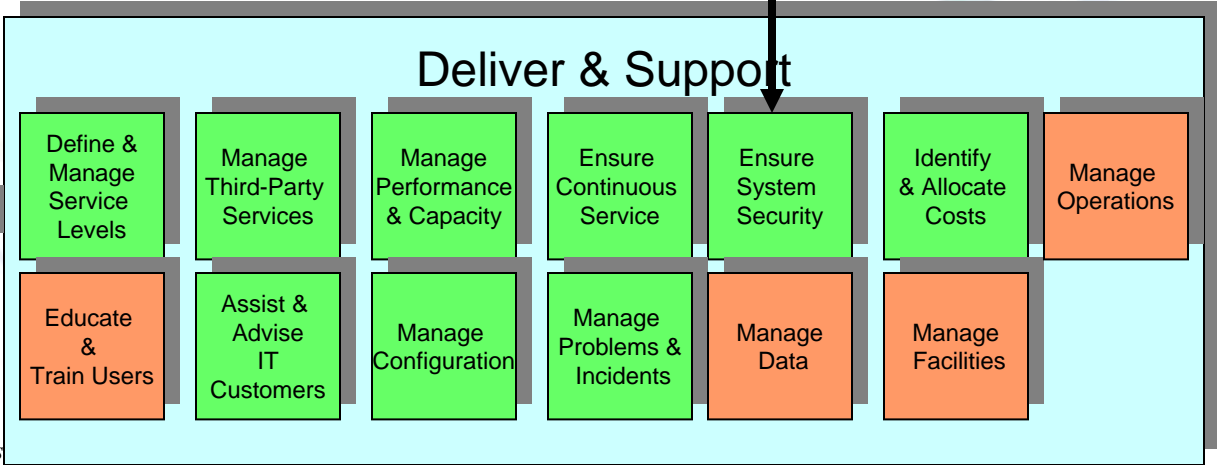
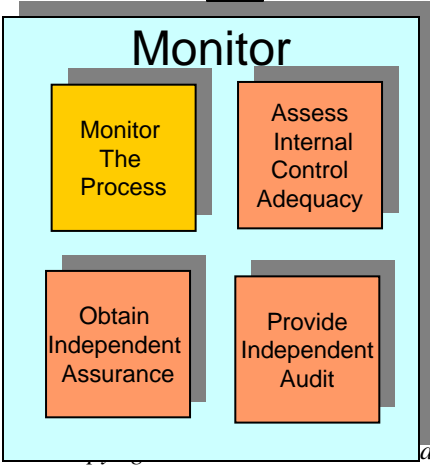
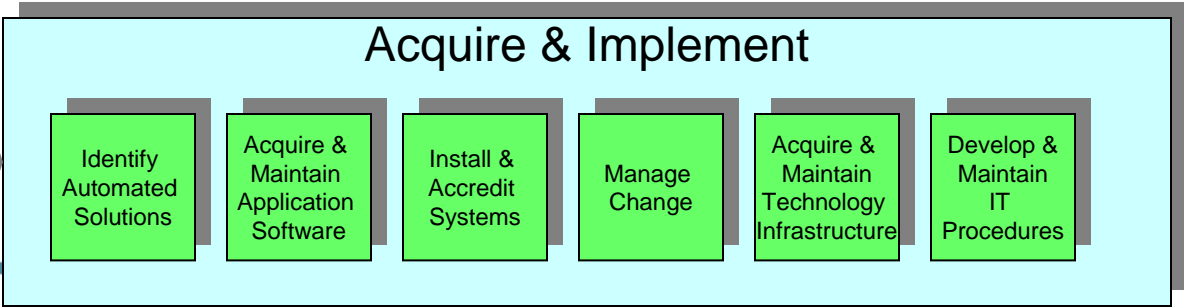
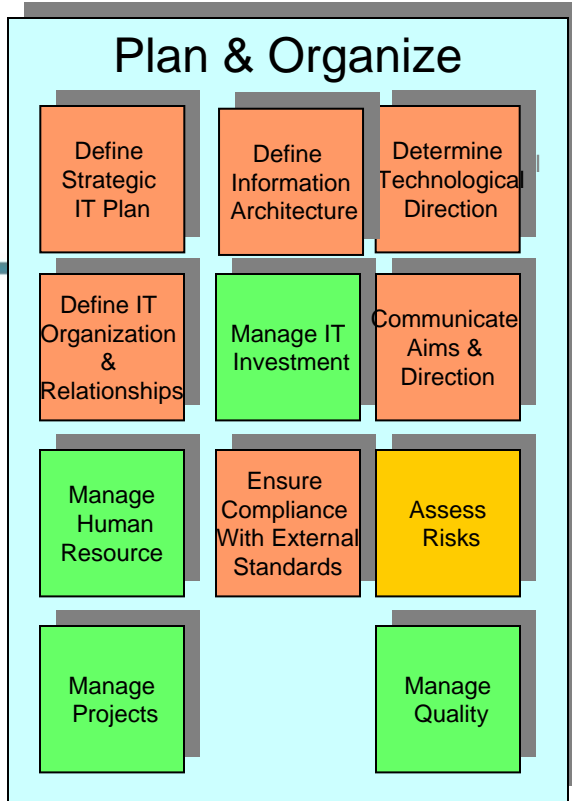




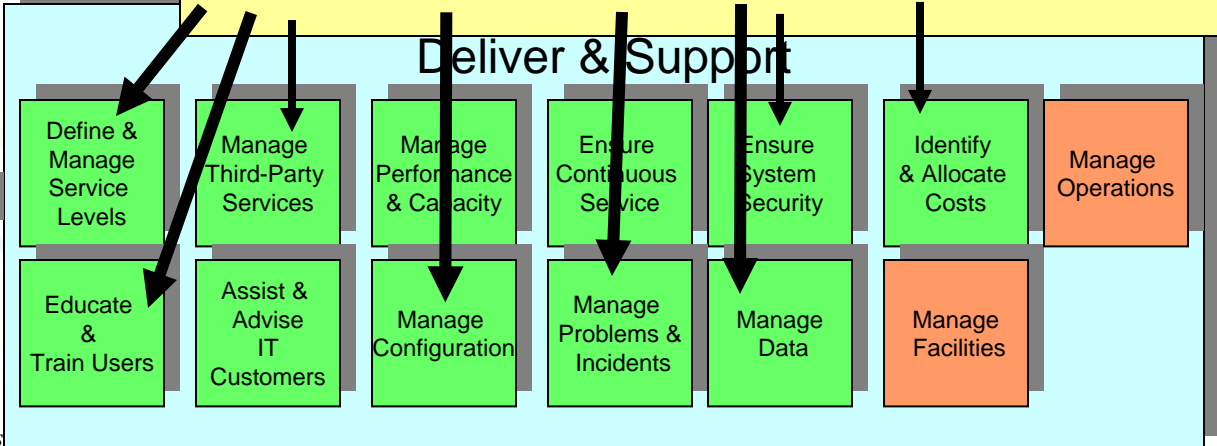
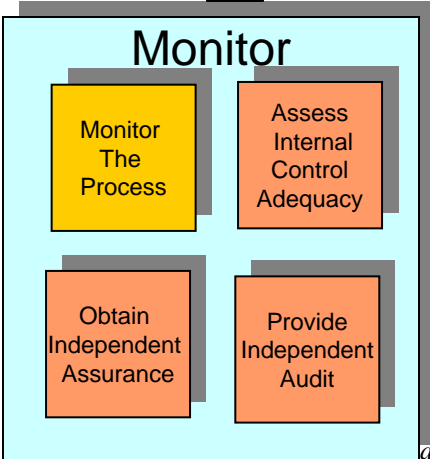
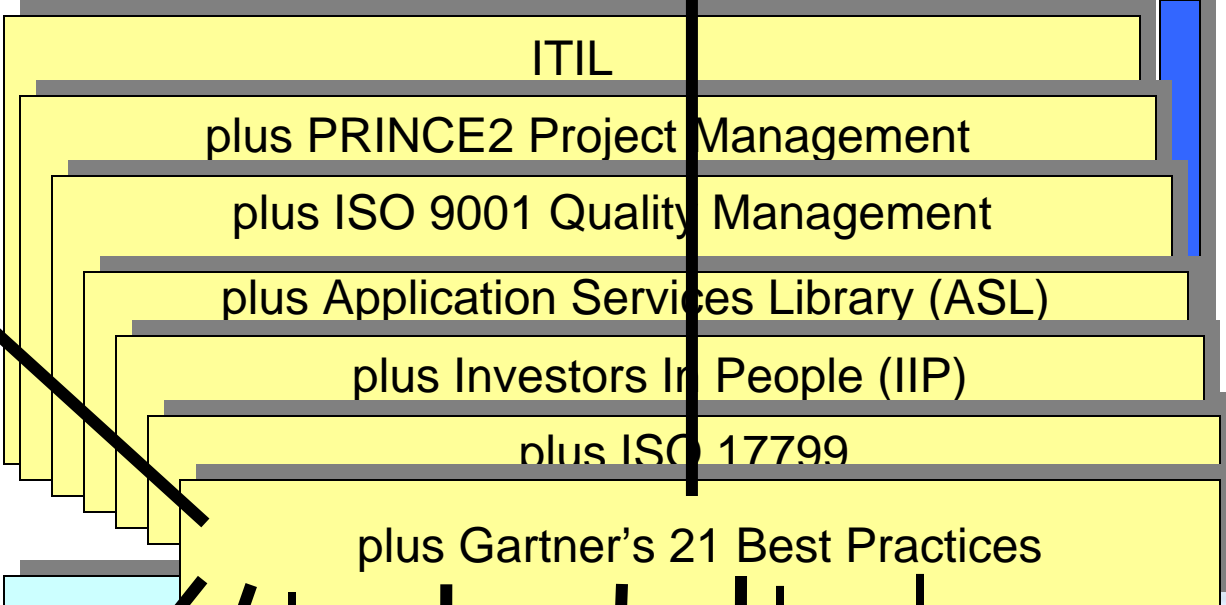
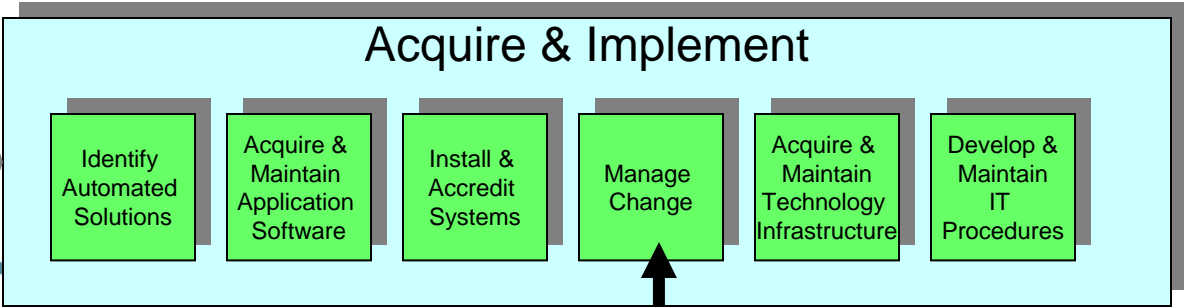
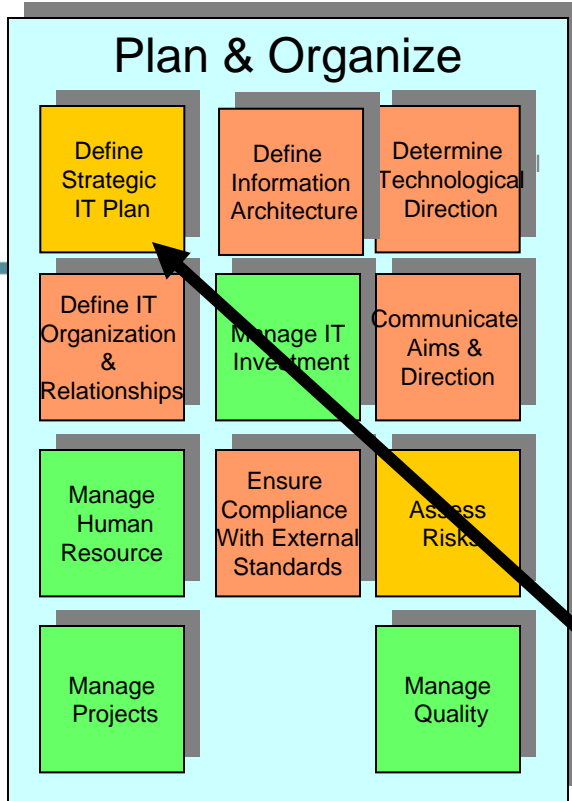
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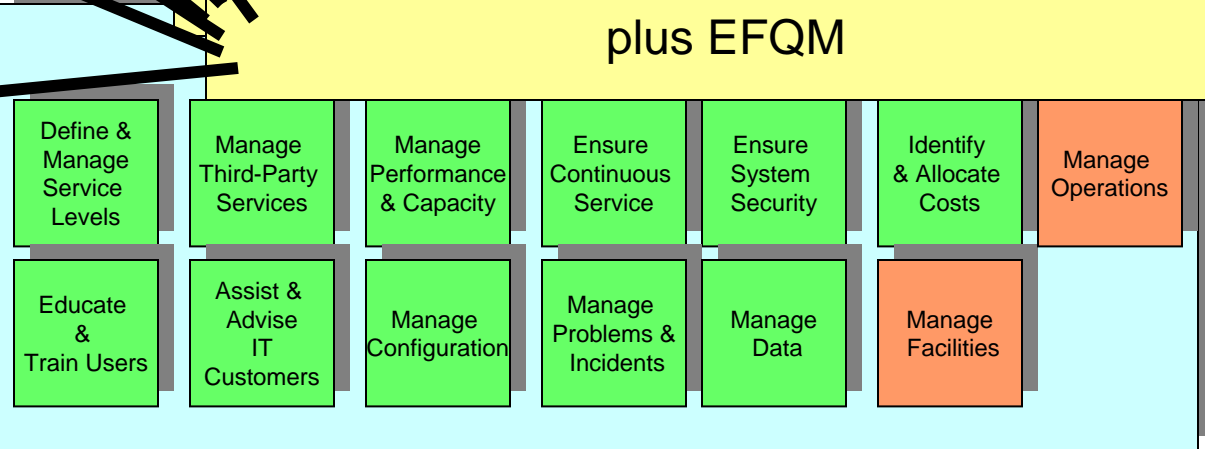
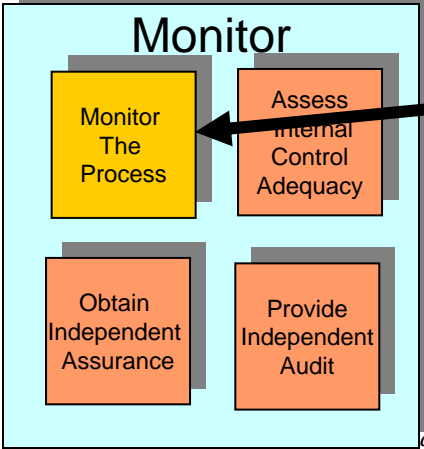
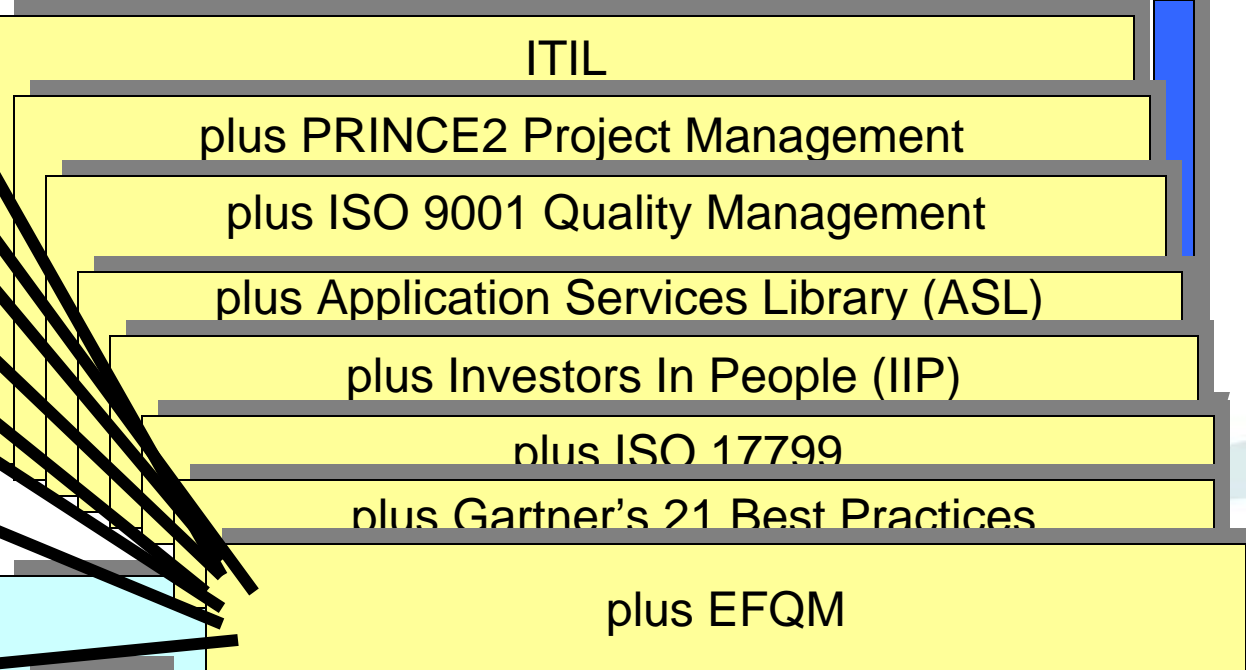
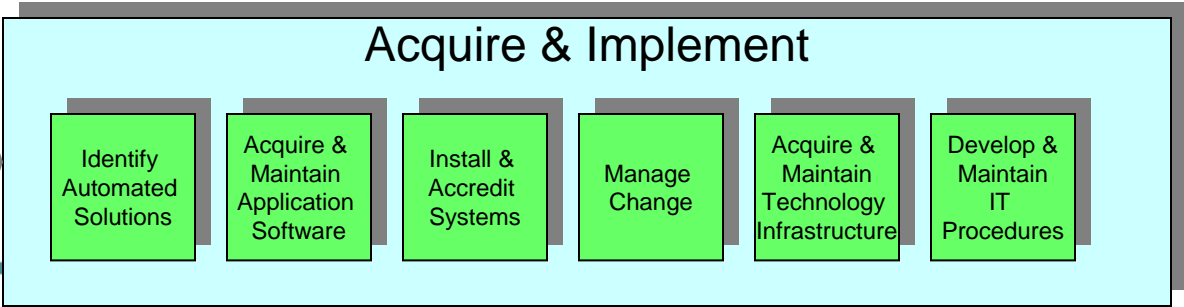
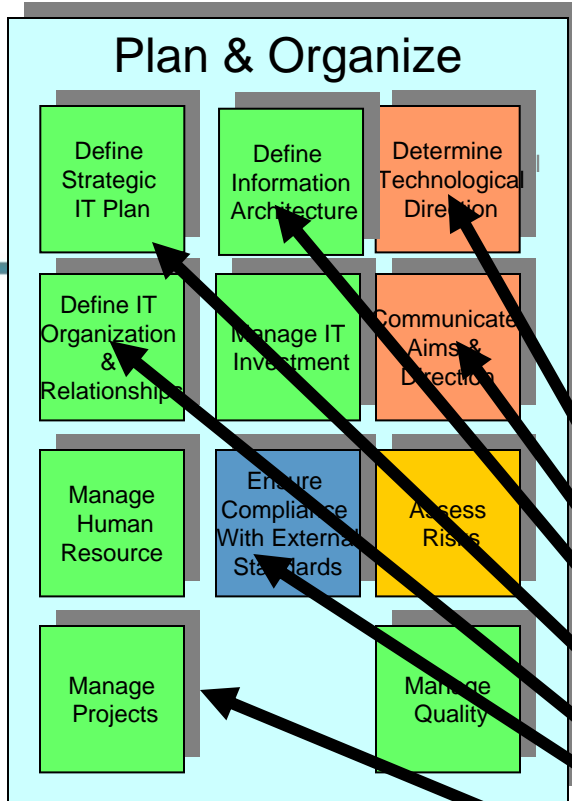


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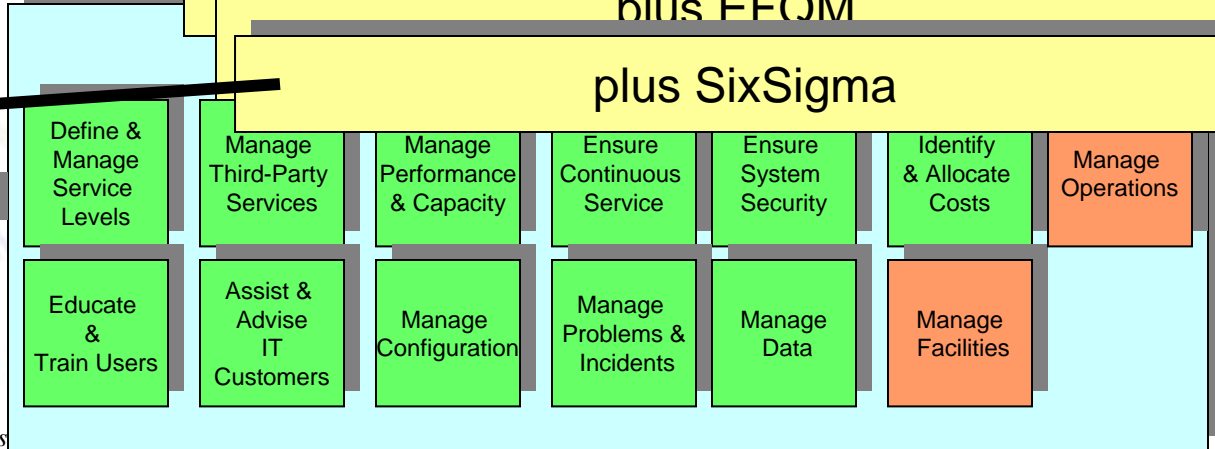
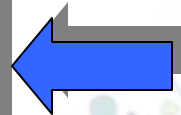
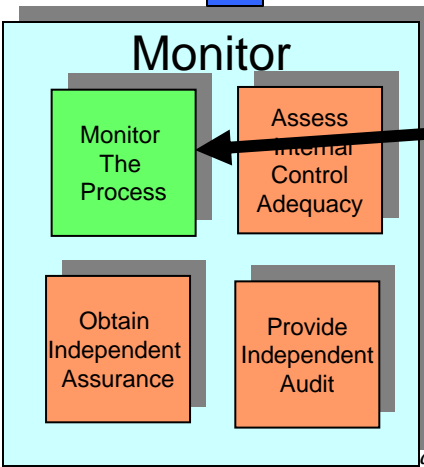
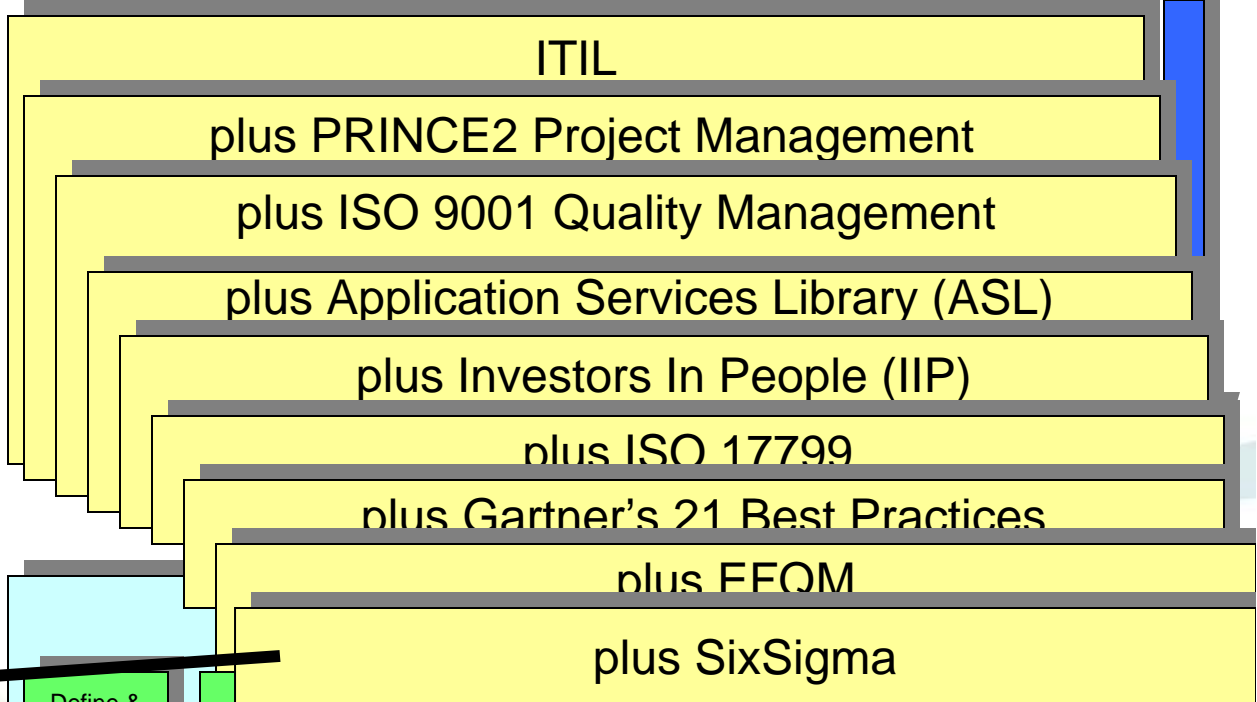
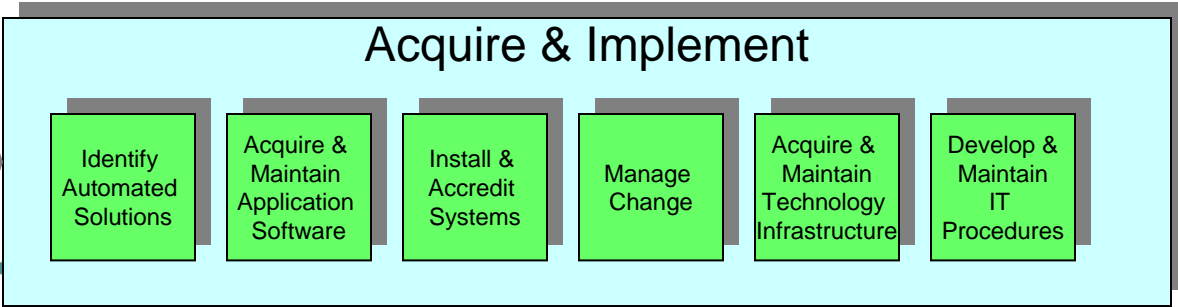
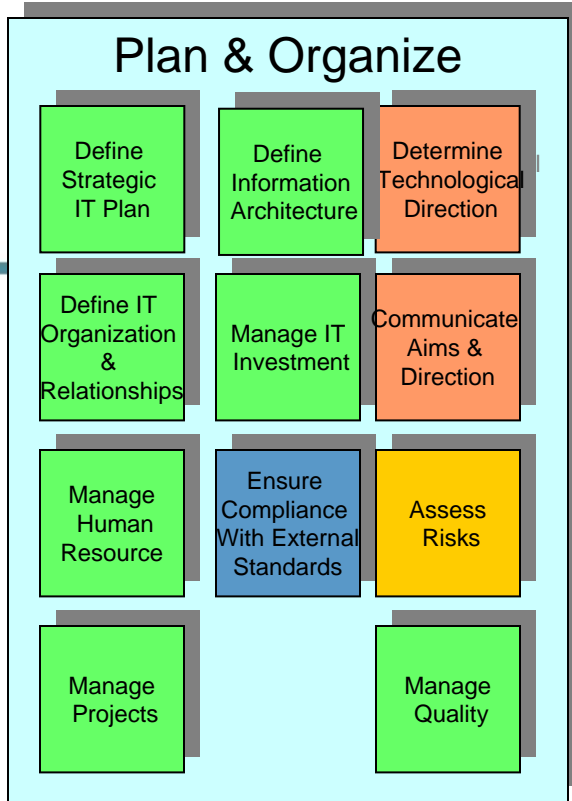
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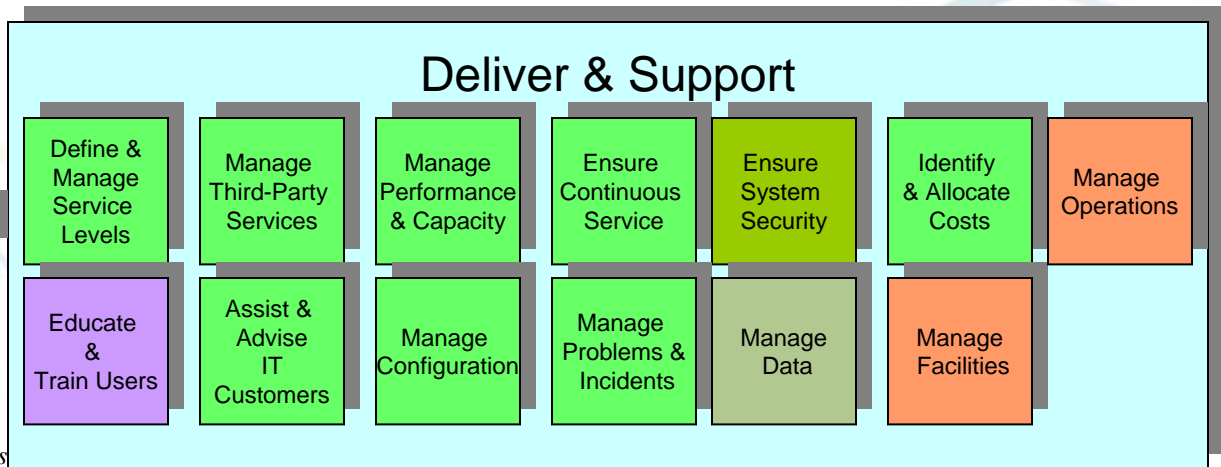
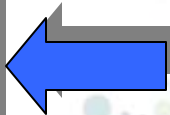
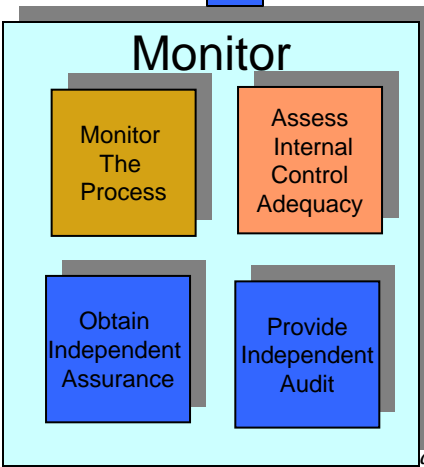
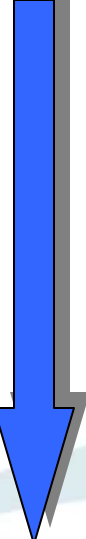
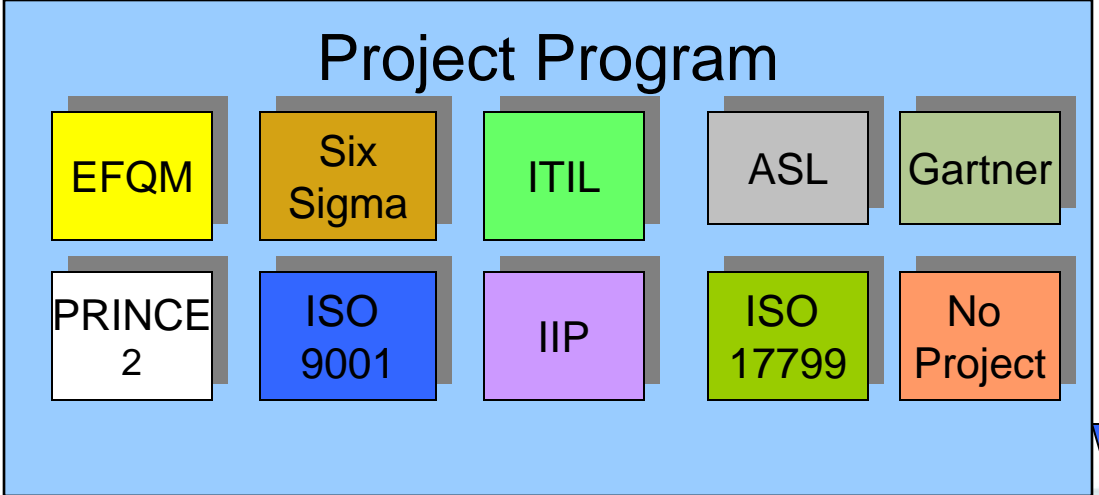
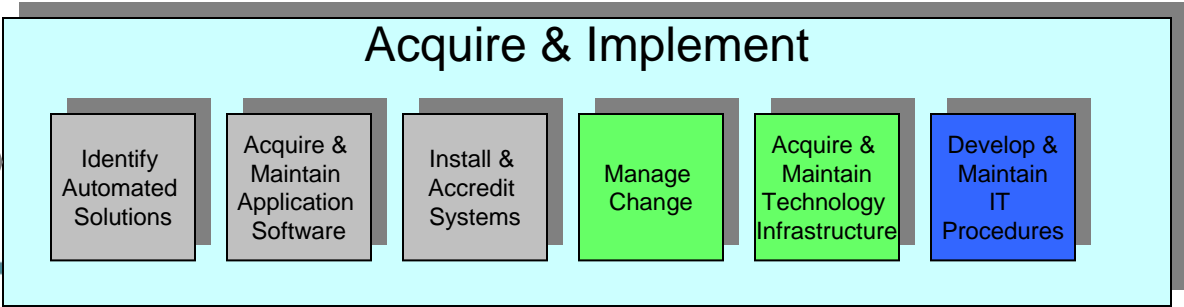
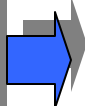
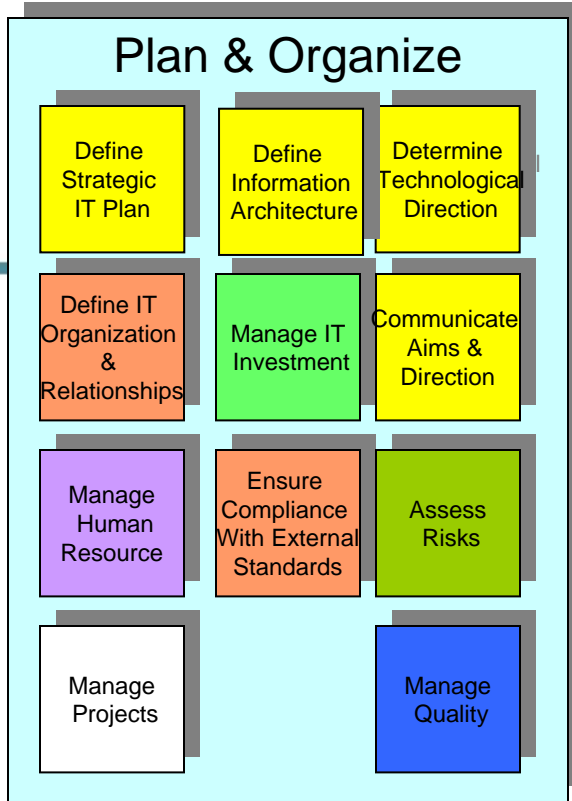


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marks, trade names

COBIT and ITIL complement each other



ITIL

- Best Practice
- Process
- Relationships

COBIT

- Controls Audit
- Requirements
- Maturity Scale

PROCESS/PROCEDURE & RESULTS

COBIT & ITIL Mapping



PO: Assess Risk
DS: Define & Manage Service Levels
DS: Manage 3rd Party Services
DS: Manage Performance & Capacity
DS: Ensure Continuous Service
DS: Identify & Allocate Costs
DS: Ensure System Security



AI: Manage Change
AI: Install & Accredit Systems
DS: Assist & Advise IT Customers
DS: Manage Problems & Incidents
DS: Manage Configuration

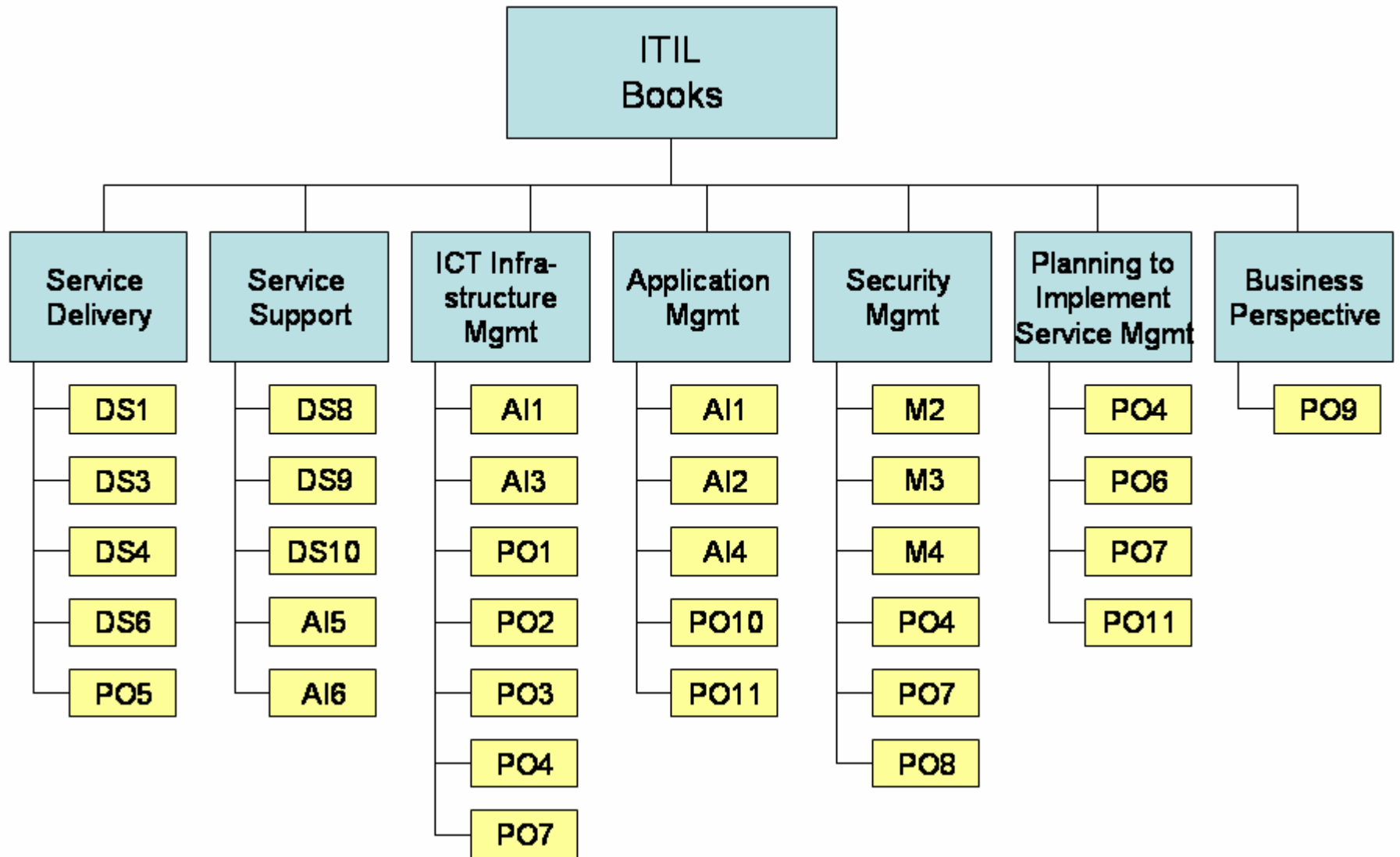
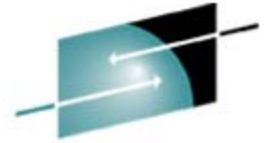


DS: Manage Operations
DS: Manage Facilities
DS: Manage Data
AI: Acquire & Maintain Technology Infrastructure

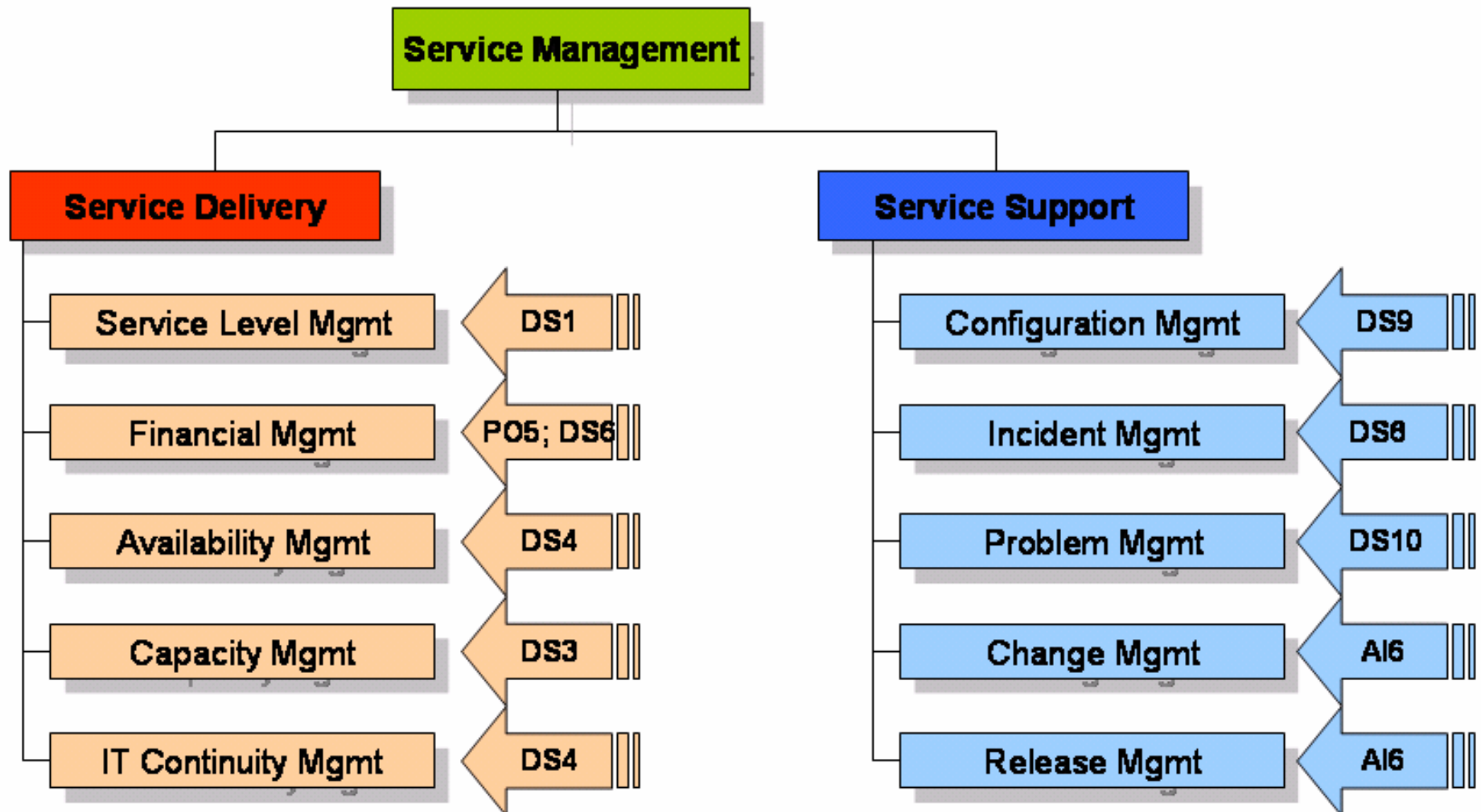
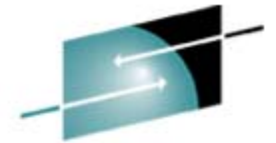
AI: Acquire & Maintain Application Software



ITIL Books to COBIT Control Objectives



Mapping to ITIL Service Support and Service Delivery



Useful Contacts:

- Institute of Systems Audit & Control Association
- www.isaca.org
- www.itgovernance.org
- www.isaca-london.org