



Aligning CobiT and ITIL - The Business Benefit



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Somewhere Today, A Project is Failing

Chapter 1, Peopleware 2nd edition
Tom DeMarco



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IT Today

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- Growing technical and business complexity
- The value of IT is questioned
- Cost pressures are never ending
- The users of IT don't know exactly what they are getting nor how much they are paying



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IT Today ...

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- Increase emphasis of IT Governance and IT risk management
- Stronger & stronger regulatory and compliance requirements
- Outsourcing / Off shoring / best of breed decisions are difficult



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Key Questions

- Are we doing the right things?
- Are we doing them the right way?

- Are we getting them done well?
- Are we getting the benefits?

One Possible Solution

- Running IT like a business
- Common Ideas
 - Customer focus
 - Service based
 - Process centric
 - Business alignment
 - Measurable service levels
 - Ability to show value

Key Questions Again

- From Business Angle
 - Are we doing the right things?
 - Are we doing them the right way?

 - Are we getting them done well?
 - Are we getting the benefits?

Implement IT Business Practices

Business Benefits

- Avoiding re-inventing wheels
- Reducing dependency on technology experts
- Making it easier to leverage external assistance
- Increasing standardization
- Overcoming vertical silos and nonconforming behavior
- Reducing risks and errors

Business Benefits ...

- Improving quality
- Improving the ability to manage and monitor
- Improving trust and confidence from management and partners
- Creating respect from regulators and other external reviewers
- Safeguarding and proving value

COBIT

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- COBIT = Control Objectives for Information and related Technology
- COBIT is an IT governance framework and supporting toolset that allows managers to bridge the gap between control requirements, technical issues and business risks
- COBIT enables clear policy development and good practice for IT control throughout organizations



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COBIT ...

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- Identifies the IT process that should exist to ensure that IT is aligned with business
- 4 Domains, 34 Processes, > 200 Control Objectives
 - Plan and Organize,
 - Acquire and Implement,
 - Deliver and Support,
 - Monitor and Evaluate



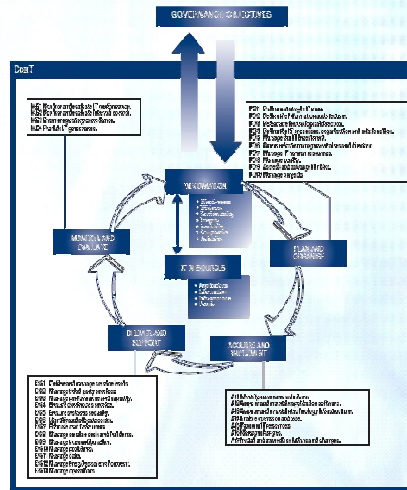
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COBIT IT Processes

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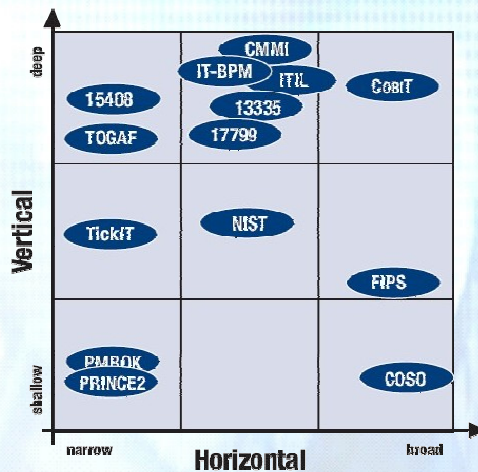
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Classification of Guidance

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- Vertical refers to how detailed the guidance is in terms of technical or operational insight
- Horizontal refers to the completeness of the guidance:
 - How much of COBIT is addressed within it?
 - What is missing compared to COBIT?



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COBIT Mapping

- Enterprise Architecture
 - TOGAF
- Project Management
 - PMBOK, PRINCE
- Software Development Process
 - SEIs CMM
- IT Services Management
 - ITIL
- Information security management
 - ISO/IEC 17799:2000

ITIL

- The most widely accepted approach to IT service management
- Provides a set of processes
 - Commonly understood as service support (operational) and service delivery (tactical) processes
 - Promoting a quality approach for achieving business effectiveness and efficiency in the use of IS

ITIL Core Processes

- Processes of Service Support:
 - Incident management
 - Problem management
 - Change management
 - Release management
 - Configuration management
- Key practices of Service Delivery:
 - Service-level management
 - Availability management
 - Capacity management
 - Financial management for IT services
 - IT service continuity management

COBIT and ITIL

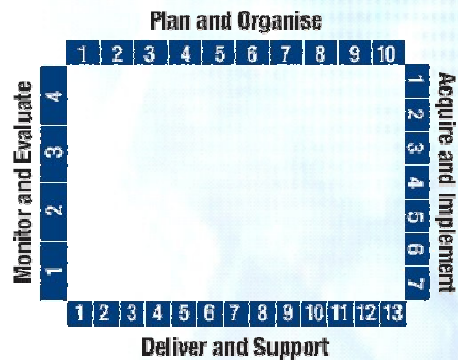
- Three Objectives
 - To manage IT from a business perspective and achieve business goals, including compliance
 - Put in place clear process goals, and provide a means of measuring progress
 - Ensure effective IT governance and control at the process level

COBIT and ITIL ...

- They are not alternate approaches
- They are not mutually exclusive
- They are highly complementary

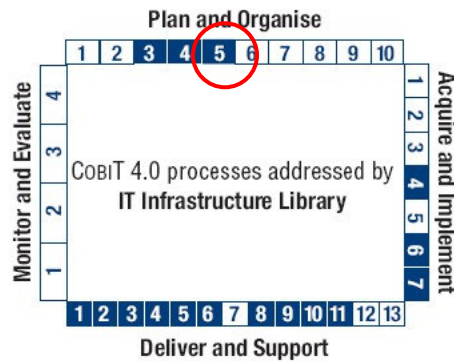
- COBIT outlines what you need to do, and ITIL shows you how to get there

COBIT IT Processes



COBIT IT Processes Addressed

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Mapping – A Sample

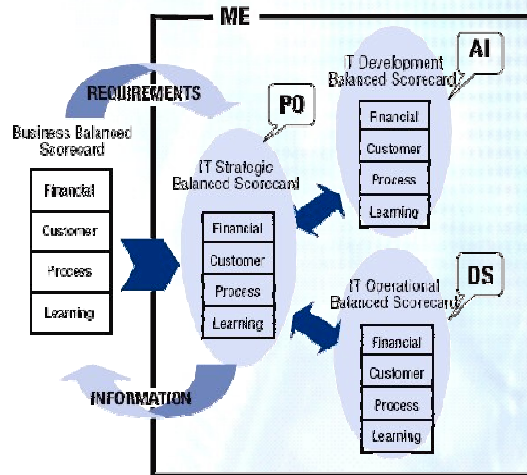
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Cobit 4.0 Control Objective		ITIL	
		Coverage	Requirements
P05	Manage the IT investment.	A	SD-Relation 2.2 SD-FinMgmt 5.1.2 SD-FinMgmt 5.1.4 SD-FinMgmt 5.1.6 SD-FinMgmt 5.1.7 SD-FinMgmt 5.3.12
P05.1	Financial management framework	A	SD-FinMgmt 5.3.12
P05.2	Prioritisation within IT budget	A	SD-FinMgmt 5.3.1
P05.3	IT budgeting process	C	SD-FinMgmt 5.2.1 SD-FinMgmt 5.2.2 SD-FinMgmt 5.3.14
P05.4	Cost management	A	SD-FinMgmt 5.1.2 SD-FinMgmt 5.2.1 SD-FinMgmt 5.5.4
P05.5	Benefit management	A	SD-FinMgmt 5.5.2 SD-FinMgmt 5.7.11



Business Score Card

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Summary

- Implement COBIT and ITIL such that
 - You are sure you are doing the right things
 - You know you are doing them the right way

 - You are confident that you get them done well
 - Your IT organization get the business benefits

Questions ...

- And Answers

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