Maturity Models
Week 14
Standards vs Maturity Models

Threshold vs Framework
Figure 1—COBIT 5 Process Reference Model

Processes for Governance of Enterprise IT

Evaluate, Direct and Monitor

EDM01 Ensure Governance Framework Setting and Maintenance
EDM02 Ensure Benefits Delivery
EDM03 Ensure Risk Optimisation
EDM04 Ensure Resource Optimisation
EDM05 Ensure Stakeholder Transparency

Align, Plan and Organise

AP001 Manage the IT Management Framework
AP002 Manage Strategy
AP003 Manage Enterprise Architecture
AP004 Manage Innovation
AP005 Manage Portfolio
AP006 Manage Budget and Costs
AP007 Manage Human Resources
AP008 Manage Relationships
AP009 Manage Service Agreements
AP010 Manage Suppliers
AP011 Manage Quality
AP012 Manage Risk
AP013 Manage Security

Build, Acquire and Implement

BAI01 Manage Programmes and Projects
BAI02 Manage Requirements Definition
BAI03 Manage Solutions Identification and Build
BAI04 Manage Availability and Capacity
BAI05 Manage Organisational Change Enablement
BAI06 Manage Changes
BAI07 Manage Change Acceptance and Transitioning
BAI08 Manage Knowledge
BAI09 Manage Assets
BAI10 Manage Configuration

Deliver, Service and Support

DSS01 Manage Operations
DSS02 Manage Service Requests and Incidents
DSS03 Manage Problems
DSS04 Manage Continuity
DSS05 Manage Security Services
DSS06 Manage Business Process Controls

Monitor, Evaluate and Assess

MEA01 Monitor, Evaluate and Assess Performance and Conformance
MEA02 Monitor, Evaluate and Assess the System of Internal Control
MEA03 Monitor, Evaluate and Assess Compliance with External Requirements

Processes for Management of Enterprise IT

Source: COBIT 5, figure 16
IT Governance Audit Exercise

• Your team has been hired to do an IT governance audit for a company
• Prepare an outline of all of the areas you will want to investigate
• For one area, prepare a list of the first six questions you will want to ask and to whom you will ask them
• You have 30 minutes
IT Governance

Right Things

• Get the right people making key decisions
• Adopt a value orientation to all IT decisions
• Develop an IT strategy and an Enterprise Architecture
• Know your risks

• Establish a compliance culture and control environment
• Use portfolio management to make IT investment decisions

Done Right

• Create a strong IT organization recognizing the inherent conflicts between some roles
• Clearly define the services IT provides
• Contact services carefully
• Understand the key IT processes
• Manage your risks
• Monitor and promote continual improvement
Final Exam

- Tuesday December 10 @ 5:45
- Normal Classroom
- 75 Questions
- 120 Minutes
Thanks for a great semester!