**FORMAN CHRISTIAN COLLEGE (A CHARTERED UNIVERSITY)**

****

**Technology Management**

**SECTION A**

**Team Members:**

**Hadi Hassan (Project Manager)**

**231469272**

**Shaheer-Ur-Rehman**

**231451798**

**Afnan Ahmed**

**231485855**

**Sheraz Khalid**

**21-10944**

**Assignment 5**

**Problem Statement:** In the assignment 5, you need to map ITIL framework with the COBIT framework to specify which practices / activities of ITIL are complementing the COBIT framework’s governance and management objectives or with the processes of the COBIT framework for overall service improvement in an organization.

 Report containing all the explanation and discussion about ITIL practices / activities complementing with the COBIT framework governance and management objectives or processes of governance system**:** 15 marks.

A portion of the report explaining each member’s contribution**:** 2 marks.

Both the ITIL and COBIT frameworks integrate beautifully into one another helping the organization to IT governance and IT Management across all domains and operations.

1. Continual Improvement from the General Management Practices of the ITIL framework directly complements the Deliver, Service and Support (DSS) domain of the management objectives of the COBIT framework. The DSS provides the policies and objectives based on goals of the business in the service and support domain. Continual improvement draws from these policies and objectives and manages the delivery of the products and services of the company along the lines of the corporation policy.
2. Information security management from the General Management Practices of the ITIL framework directly complements the Deliver, Service and Support (DSS) domain of the management objectives of the COBIT framework. The DSS provides the policies and objectives based on goals of the business in service and security domain. The higher ups define the security policy of the company and the measures to be taken across the organization. Information security management from ITIL then takes measures to implement and manage company security policy by taking adequate steps and detail to strengthen and secure products and assets.

#### Knowledge management from the General Management Practices of the ITIL framework directly complements the Align, Plan and Organize (APO) domain of the management objectives of the COBIT framework. APO provides policies and objectives base on strategy and overall organization and supporting activities. Knowledge management takes the strategy and direction and then spearheads the organization’s intelligence and data sources which will be used to make decisions to enhance the quality of the company’s products and boost revenue.

#### The workforce and talent management from the General Management Practices of the ITIL framework directly complements the Monitor, Evaluate and Assess (MEA) domain of the management objectives of the COBIT framework. MEA provides policies and objectives based on monitoring the performance of staff and products and goals to be reached. The workforce and talent management applies these policies and makes sure that the performance of the employees does not fall below a certain level as well as the product quality and takes measures to train the staff for better results.

#### Business Analysis from the Service Management Practices of the ITIL framework directly complements the Monitor, Evaluate and Assess (MEA) domain of the management objectives of the COBIT framework. MEA provides policies and objectives based on monitoring the performance of staff and products and goals to be reached. Business Analysis takes the metrics of the workers and the important key performance indexes and uses tech to make improvements and forecast business performance.

#### Incident management practices from the Service Management Practices of the ITIL framework directly complements the Align, Plan and Organize (APO) domain of the management objectives of the COBIT framework. APO provides policies and objectives based on strategy and overall organization and supporting activities. Incident management takes these strategy policies and uses them to mange any incidents that might occur in the organization and deal with them efficiently and effectively. Protocols are also improved on dealing with each measure of incident.

#### 7) Problem management from the Service Management Practices of the ITIL framework directly complements the Align, Plan and Organize (APO) domain of the management objectives of the COBIT framework. APO provides policies and objectives based on strategy and overall organization and supporting activities. Problem management takes these strategy policies and uses them to manage any problems in the inner functioning of the departments and workforce. Measures are takes to avoid such problems in the future and how to solve the same problems in a better way.

#### Service Desk from the Service Management Practices of the ITIL framework directly complements the Deliver, Service and Support (DSS) domain of the management objectives of the COBIT framework. The DSS provides the policies and objectives based on the service that will be provided by the company to both its internal employees and customers. The Service desk is the first point of entry for the customers and it manages the experience of the customers based on their problems which they might face using the company products and other services.

#### 

#### Organizational change management from the General Management Practices of the ITIL framework directly complements the Monitor, Evaluate and Assess (MEA) domain of the management objectives of the COBIT framework. MEA provides policies and objectives based on monitoring the requirements of change of the organization. Organizational change management takes these policies and manages the requirements of the major stakeholders of the company and the changes that needs to be implemented in order to improve outcomes throughout the company.