

Covering the Enterprise End-to-end



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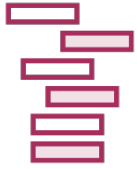
COBIT ACCREDITED TRAINER

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COBIT5



Integrates the governance of enterprise IT into enterprise governance



Covers all functions and processes required to govern and manage enterprise information and related technology wherever that information is processed



COBIT5 addresses all relevant internal and external IT services as well as external and internal business processes



COBIT is a BUSINESS framework first, meaning it is designed to support the business through IT, not IT for itself



Overview



Balanced scorecard dimension

Governance system

Key roles

How does a governance system work?



Balanced Scorecard Dimensions



STAKEHOLDER NEEDS	Stakeholder value of business investments	Portfolio of competitive products and services	Managed business risk (safeguarding of assets)	Compliance with external laws and regulations	Financial transparency	Customer-oriented service culture	Business service continuity and availability	Agile responses to a changing business environment	Information-based strategic decision making	Optimisation of service delivery costs	Optimisation of business process functionality	Optimisation of business process costs	Managed business change programmes	Operational and staff productivity	Compliance with internal policies	Skilled and motivated people	Product and business innovation culture
	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.
How do I get value from the use of IT? Are end users satisfied with the quality of the IT service?																	
How do I manage performance of IT?																	
How can I best exploit new technology for new strategic opportunities?																	
How do I best build and structure my IT department?																	
How dependent am I on external providers? How well are IT outsourcing agreements being managed? How do I obtain assurance over external providers?																	
What are the (control) requirements for information?																	
Did I address all IT-related risk?																	
Am I running an efficient and resilient IT operation?																	
How do I control the cost of IT? How do I use IT resources in the most effective and efficient manner? What are the most effective and efficient sourcing options?																	
Do I have enough people for IT? How do I develop and maintain their skills, and how do I manage their performance?																	
How do I get assurance over IT?																	

Stakeholder Needs into Enterprise Goals

Find this chart in manual
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			Enterprise Goal																
			Stakeholder value of business investments	Portfolio of competitive products and services	Managed business risk (safeguarding of assets)	Compliance with external laws and regulations	Financial transparency	Customer-oriented service culture	Business service continuity and availability	Agile responses to a changing business environment	Information-based strategic decision making	Optimisation of service delivery costs	Optimisation of business process functionality	Optimisation of business process costs	Managed business change programmes	Operational and staff productivity	Compliance with internal policies	Skilled and motivated people	Product and business innovation culture
			1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.
IT-related Goal			Financial				Customer				Internal				Learning and Growth				
Financial	01	Alignment of IT and business strategy	P	P	S			P	S	P	P	S	P	S	P			S	S
	02	IT compliance and support for business compliance with external laws and regulations			S	P											P		
	03	Commitment of executive management for making IT-related decisions	P	S	S				S	S		S		P				S	S
	04	Managed IT-related business risk			P	S			P	S		P			S		S	S	
	05	Realised benefits from IT-enabled investments and services portfolio	P	P				S		S		S	S	P		S			S
	06	Transparency of IT costs, benefits and risk	S		S		P				S	P		P					
Customer	07	Delivery of IT services in line with business requirements	P	P	S	S		P	S	P	S		P	S	S			S	S
	08	Adequate use of applications, information and technology solutions	S	S	S			S	S		S	S	P	S		P		S	S
Internal	09	IT agility	S	P	S			S		P			P		S	S		S	P
	10	Security of information, processing infrastructure and applications			P	P		P									P		
	11	Optimisation of IT assets, resources and capabilities	P	S					S			P	S	P	S	S			S
	12	Enablement and support of business processes by integrating applications and technology into business processes	S	P	S			S		S		S	P	S	S	S			S
	13	Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards	P	S	S			S				S		S	P				
	14	Availability of reliable and useful information for decision making	S	S	S	S			P		P		S						
	15	IT compliance with internal policies			S	S											P		
Learning and Growth	16	Competent and motivated business and IT personnel	S	S	P			S		S					P		P	S	
	17	Knowledge, expertise and initiatives for business innovation	S	P				S		P	S		S		S			S	P

Enterprise Goals into IT Goals

Find this chart in manual
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			IT-related Goal																	
			Alignment of IT and business strategy	IT compliance and support for business compliance with external laws and regulations	Commitment of executive management for making IT-related decisions	Managed IT-related business risk	Realised benefits from IT-enabled investments and services portfolio	Transparency of IT costs, benefits and risk	Delivery of IT services in line with business requirements	Adequate use of applications, information and technology solutions	IT agility	Security of information, processing infrastructure and applications	Optimisation of IT assets, resources and capabilities	Enablement and support of business processes by integrating applications and technology into business processes	Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards	Availability of reliable and useful information for decision making	IT compliance with internal policies	Competent and motivated business and IT personnel	Knowledge, expertise and initiatives for business innovation	
			01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	
COBIT 5 Process			Financial						Customer		Internal								Learning and Growth	
Evaluate, Direct and Monitor	EDM01	Ensure Governance Framework Setting and Maintenance	P	S	P	S	S	S	P		S	S	S	S	S	S	S	S	S	
	EDM02	Ensure Benefits Delivery	P		S		P	P	P	S			S	S	S	S		S	P	
	EDM03	Ensure Risk Optimisation	S	S	S	P		P	S	S		P			S	S	P	S	S	
	EDM04	Ensure Resource Optimisation	S		S	S	S	S	S	S	P		P			S			P	S
	EDM05	Ensure Stakeholder Transparency	S	S	P			P	P							S	S	S		S
Align, Plan and Organise	APO01	Manage the IT Management Framework	P	P	S	S			S		P	S	P	S	S	S	S	P	P	P
	APO02	Manage Strategy	P		S	S	S		P	S	S		S	S	S	S	S	S	S	P
	APO03	Manage Enterprise Architecture	P		S	S	S	S	S	S	P	S	P	S		S				S
	APO04	Manage Innovation	S			S	P			P	P		P	S		S				P
	APO05	Manage Portfolio	P		S	S	P	S	S	S	S		S			P				S
	APO06	Manage Budget and Costs	S		S	S	P	P	S	S			S			S				
	APO07	Manage Human Resources	P	S	S	S			S		S	S	P			P		S	P	P
	APO08	Manage Relationships	P		S	S	S	S	P	S			S	P	S			S	S	P
	APO09	Manage Service Agreements	S			S	S	S	P	S	S	S	S			S	P	S		
	APO10	Manage Suppliers		S		P	S	S	P	S	P	S	S			S	S	S	S	S
	APO11	Manage Quality	S	S		S	P		P	S	S		S			P	S	S	S	S
	APO12	Manage Risk		P		P		P	S	S	S	P				P	S	S	S	S
	APO13	Manage Security		P		P		P	S	S		P					P			

IT Goals into Enabler Goals

Find this chart in manual 4 page 365



Governance System



Governance Enablers

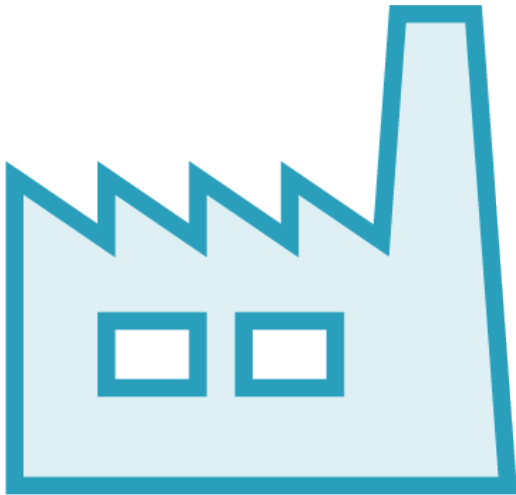
**Organizational
resources**

**Enterprise's
resources**

**Resource
restriction**



Governance Scope



**The whole enterprise,
from end-to-end**



**An entity, tangible or
intangible assets**



Enterprises Must Create Value

Governance Objective: Value Creation

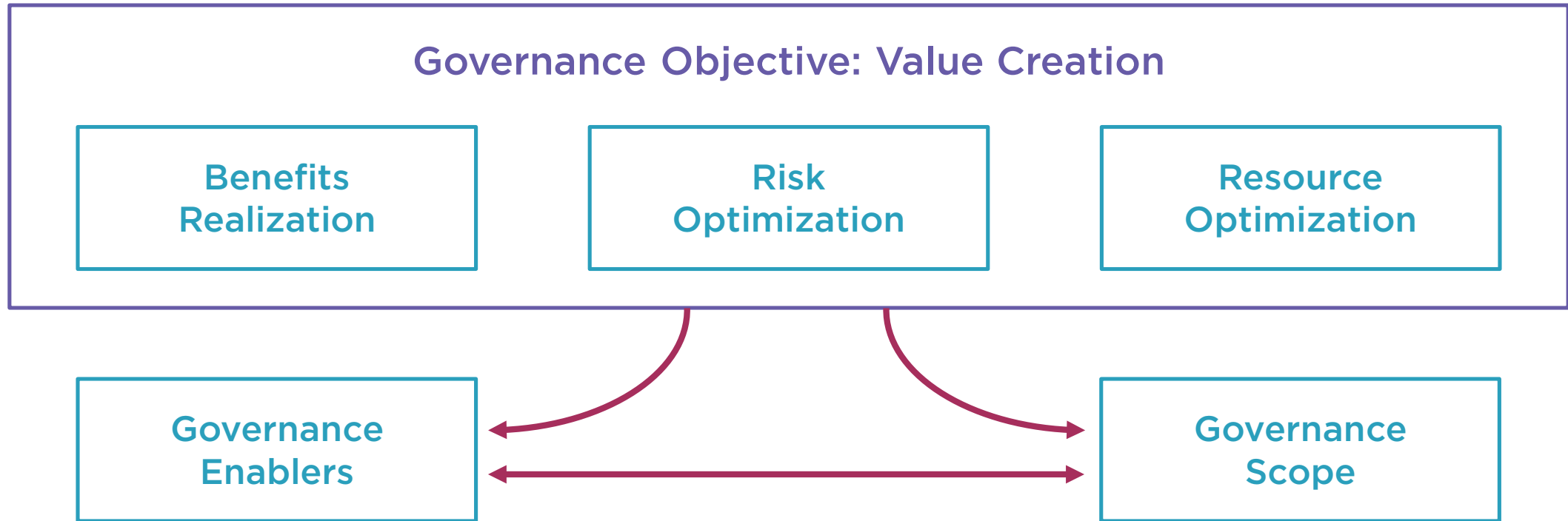
**Benefits
Realization**

**Risk
Optimization**

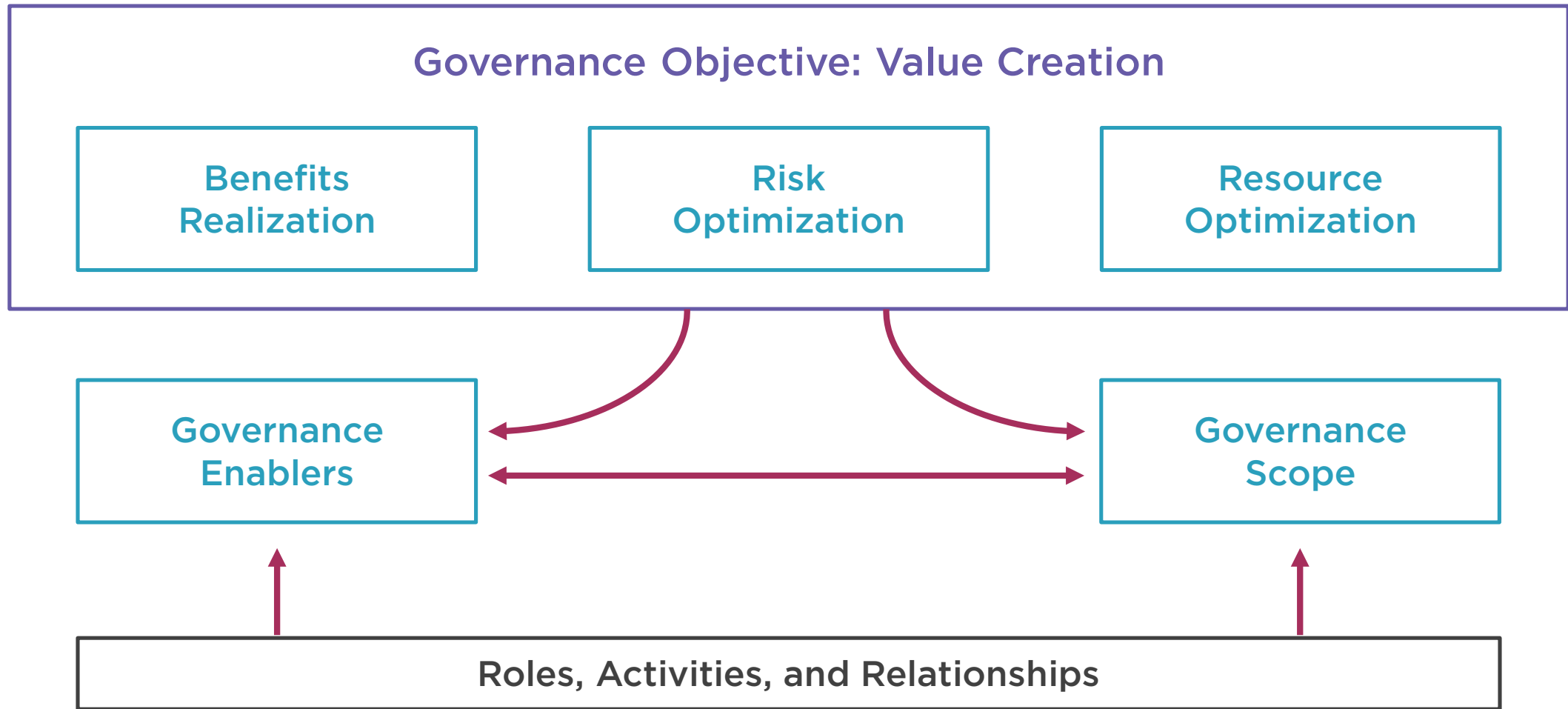
**Resource
Optimization**



Enterprises Must Create Value



Enterprises Must Create Value



Key Roles





What Is a “Board”?

Shareholder representatives

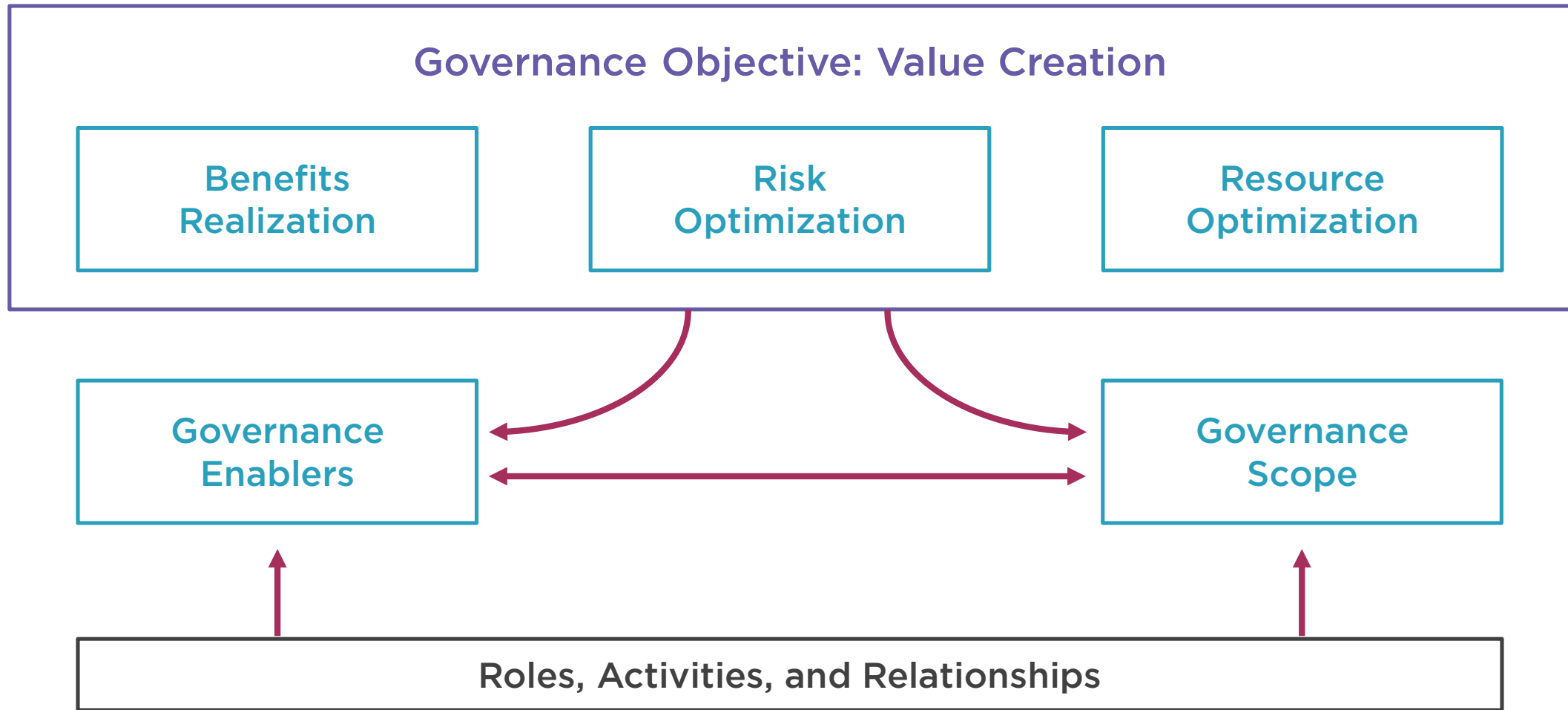
Outside directors

Inside directors

Shadow director



Enterprises Must Create Value



Enterprises Must Create Value

Roles, Activities, and Relationships

