

# Enabling a Holistic Approach

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# COBIT 5 Enablers Are:

Factors that individually and collectively, influence whether something will work and are driven by the goals cascade and described in seven categories.



# Overview



**COBIT enablers**

**Enabler dimensions**

**Lead indicators**

**Lag indicators**

**Globomantics case**



# COBIT® 5 Enablers

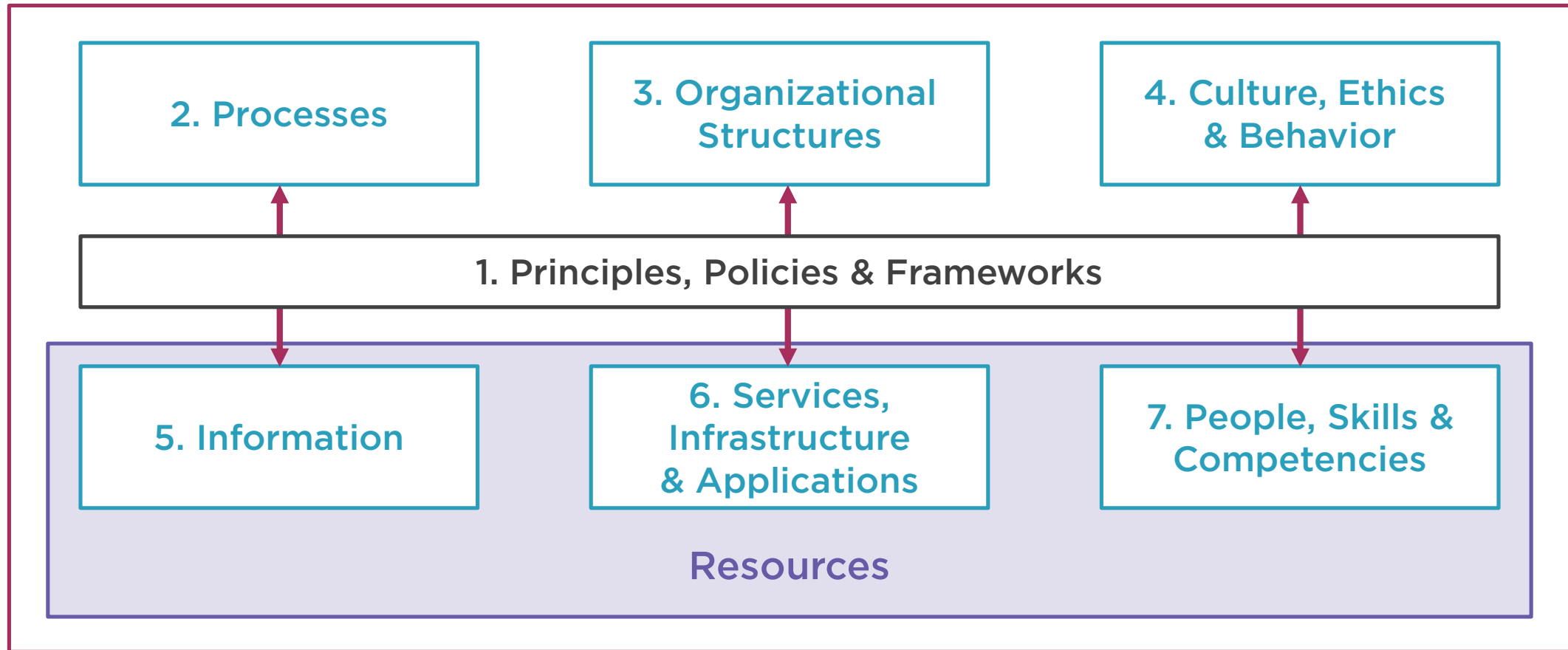
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COBIT 5 defines a set of enablers to support the implementation of a comprehensive governance and management system for enterprise IT.



# COBIT5 Enablers Overview



# Enabler Dimensions

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# COBIT 5 Enabler Dimensions

**Provide a common, simple, and structured way to deal with enablers**

**Allow an entity to manage its complex interactions**

**Facilitate successful outcomes of the enablers**





# The 4 Enabler Dimensions

**Stakeholders**

**Goals**

**Lifecycle**

**Good practices**



# Enabler Performance Management

**Are stakeholders needs addressed?**

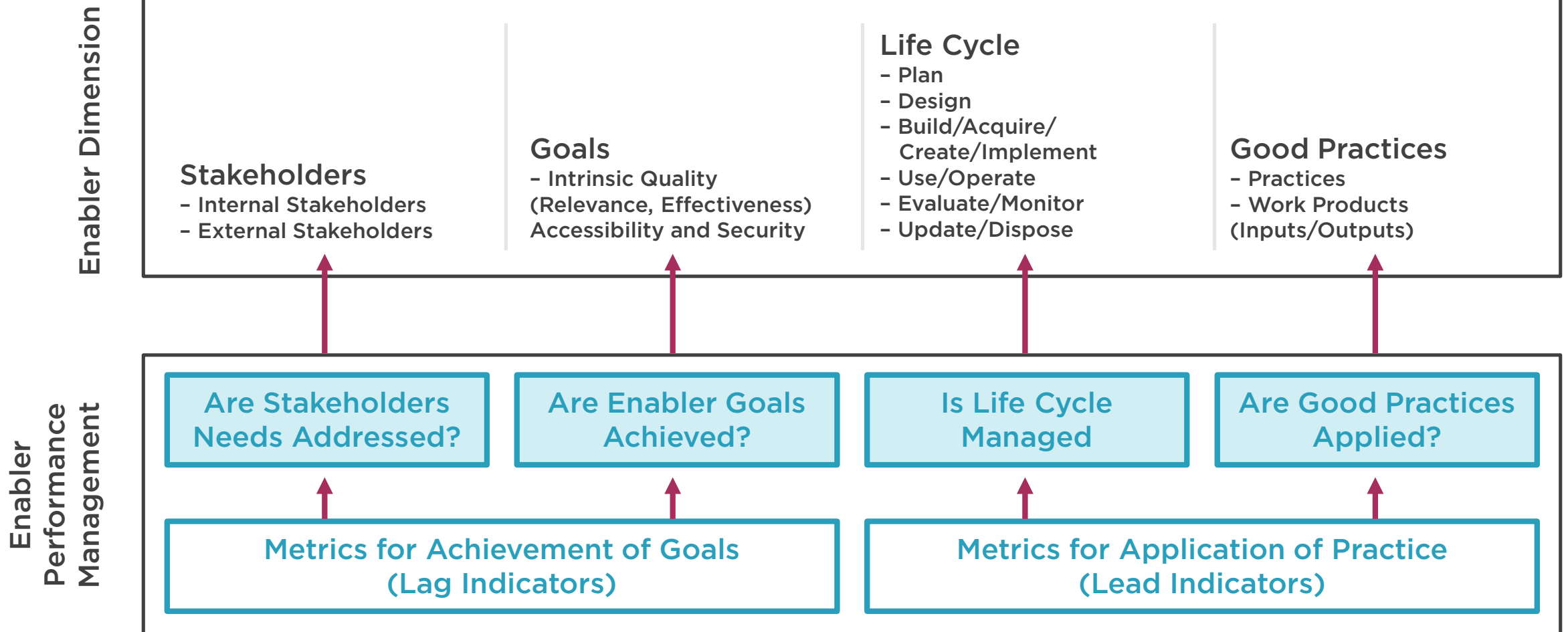
**Are enabler goals achieved?**

**Is lifecycle managed?**

**Are good practices applied?**



# Enabling a Holistic Approach



# Stakeholders and Goals

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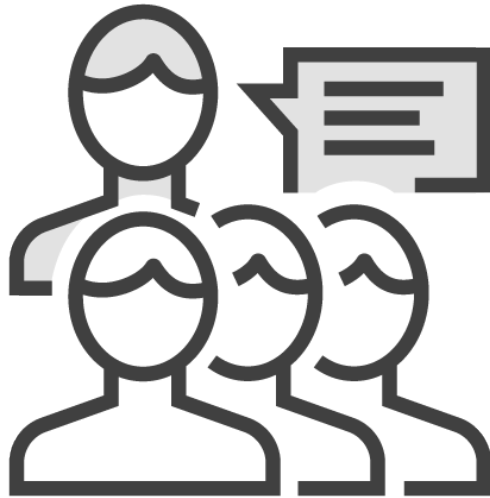
# Stakeholder Dimension

**Internal stakeholders**

**External stakeholders**



# Stakeholder Performance Management



## **Internal Stakeholder**

“IT OPS must be well related to the Enterprise”



## **External Stakeholder**

“I want to understand where the organization is going to”



# Goals

**Good relationships exist  
between the enterprise  
and the IT department**

**Business plans are well  
understood and approved**



# Lag Indicators (Metrics)

IT user satisfaction above 4 out of 5 stars



42%

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Percent of programmes aligned with enterprise business requirements/priorities



70%





# Goals Can Split into Other Categories

**Intrinsic quality**

**Contextual quality**

**Access and security**



# Lifecycle and Good Practices

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**Plan**

**Design**

**Build/aquire  
create/implement**

**Use/operate**

**Evaluate/monitor**

**Update/dispose**



# Good Practices



**Practices**



**Work products**



# Enabler Performance Management



Principles and policies will formalize the processes



COBIT5: Enabling Processes is a good guide for practices



RACI charts will describe roles and responsibilities



RACI charts also provide organizational structures



# Globomantics Case

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# Example



**As Globomantics CIO, you are now defining lag indicators to the IT Goals mapped in your last governance planning interaction.**





Shareholders want to know where money is being spent

The CEO wants a new policy on gender equality to be implemented

The staff isn't fully prepared to deliver the quality costumers expect

The CMO demands a new CRM to better understand customer needs

New regulations were published by the government and need response





# Enterprise to IT Goals

Find this chart in manual  
4 page 365

		Enterprise Goal																
		1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.
		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
Learning and Growth	IT-related Goal		Financial					Customer					Internal					Learning and Growth
	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			P		S	S
	04	Managed IT-related business risk			P	S		P	S		P		S			S		
	05	Realised benefits from IT-enabled investments and services portfolio	P	P					S						S			S
	06	Transparency of IT costs, benefits and risk requirements	S					P		S	P		P					
	07	Delivery of IT services in line with business requirements	P	P	S					S	P		P	S			S	S
	08	Adequate use of applications, information and technology solutions	S	S	S			S	S		S	P		S		P	S	S
	09	IT agility	S	P	S						P		S		S		S	P
	10	Security of information, processing infrastructure and applications				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		P		S	S				S
	13	Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards	P	S	S					S			S	P				
	14	Availability of reliable and useful information for decision making	S	S	S	S				P				S				
	15	IT compliance with internal policies			S	S										P		
	16	Competent and motivated business and IT personnel	S	S	P				S						P		P	S
	17	Knowledge, expertise and initiatives for business innovation	S	P				S		P	S		S				S	P



# Do You Remember This?

IT user satisfaction above 4 out of 5 stars



42%



Percent of programmes aligned with enterprise business requirements/priorities



70%

