INCIDENT MANAGEMENT OPTIMIZATION IN A MANUFACTURING COMPANY USING COBIT FRAMEWORK

Executive Summary: When I took on the role of Compliance Analyst at a manufacturing company, it was clear that inefficient IT service delivery was impacting productivity and operational agility. Outdated processes, fragmented workflows, and a lack of standardized controls led to delays and increased risks. To address these challenges, I implemented the COBIT framework, ensuring IT services aligned with business objectives while enhancing governance and accountability. By streamlining processes, improving risk management, and fostering cross-functional collaboration, we transformed IT service delivery into a strategic asset—driving efficiency, reducing downtime, and strengthening overall compliance.

This document outlines the plan I used to assess and enhance the Incident Management process using COBIT's process capability model and process improvement guidance.

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1. **Selected IT Process: Incident Management**

The Incident Management process in the manufacturing company currently faces several challenges, such as:

- Slow incident resolution times
- High number of recurring incidents
- Lack of structured incident reporting and documentation
- Inconsistent communication between IT teams and business units

2. **COBIT's Process Capability Model**

Assess the maturity of IT processes on a scale from 0 to 5 using COBIT's Process Capability Model:

- **Level 0: Incomplete Process** - Process is not implemented or fails to achieve its purpose.
- **Level 1: Performed Process** - Process achieves its purpose, but it may be ad hoc and inconsistent.
- **Level 2: Managed Process** - Process is planned and monitored; some formal practices exist.
- **Level 3: Established Process** - Process is standardized, documented, and communicated.
- **Level 4: Predictable Process** - Process is measured and operates within defined limits.
- **Level 5: Optimizing Process** - Process is continuously improved through feedback and innovation.

3. **Roadmap for Maturity Level Improvement**

- Establish a goal to improve the incident management process based on the maturity level generated.
- Provide as estimated duration to achieve this goal.

- Define clear policies and procedures.
- Implement or upgrade an IT Service Management (ITSM) tool to support incident tracking and reporting.
- Ensure that the optimization plan aligns with COBIT's process improvement principles.
- Train IT staff on the new policies, procedures, and tools to ensure consistent application.
- Monitor process performance.

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4. **Presentation to the IT Team**

The optimization plan will be presented to the IT team with an emphasis on the expected benefits, the clear roadmap for improvement, and how this aligns with the organization's strategic objectives. The presentation will include:

- Overview of Current State and Challenges
- Roadmap for Process Improvement
- Expected Benefits and Metrics for Success
- Alignment with COBIT Framework
- Next Steps and Call to Action

The completion of this plan created a structured, consistent, and efficient Incident Management process that supports the company's broader business objectives, ensuring IT services contribute effectively to operational success.