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

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**Technology Management**

**SECTION A**

**Team Members:**

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**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.

1. **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 Management

#### 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.

#### 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.

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#### 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.

#### Architecture 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. Architecture Management process helps to verify that all deployed products and services operate according to defined enterprise architecture Baseline. The objective of Architecture management is to define a baseline for future technology development.

#### Measurement and reporting from the General Management Practices of the ITIL framework directly complements the Evaluate, Direct and Monitor (EDM) domain of the governance objectives of the COBIT framework. EDM provides policies and objectives based on directs management, strategic options and monitors the progress of organizational goals. Measurement and reporting is to help in continual improvement and good decision-making by decreasing the levels of uncertainty.

#### Relationship 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. Relationship management is to make a link between stockholders and its organization. It includes the analysis, monitoring and improvement of relationship between stakeholders and organization.

#### Service financial 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. Service financial management practices to help the organization plans and strategies for service management and ensure that financial resources and investment used properly.

#### Supplier 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.

#### COBIT Supplier management framework

#### Practice it to make sure that organization supplies and its performance managed properly to helps the supply of quality product.

#### IT asset management

#### from the Service Management Practices of the ITIL framework directly complements the Build, Acquire and Implement (BAI) domain of the management objectives of the COBIT framework. BAI provides policies and objectives base on integration and implementation. It asset management is to manage and plan the lifecycle of assets to support the organization.

#### Asset Management COBIT framework

#### It asset management is to manage and plan the lifecycle of assets to support the organization. Build, Acquire and Implement (BAI) domain of the management objectives IS USED FOR ITIL from the Cobit’s.

#### Monitoring and event management 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 goals of the business in service and security domain. Monitoring and event management practice is used to observe services and service elements, and save and report the selected changes as event.

#### Release management from the Service Management Practices of the ITIL framework directly complements the Build, Acquire and Implement (BAI) domain of the management objectives of the COBIT framework. BAI provides policies and objectives base on integration and implementation. Release management involves activities like, release packaging, release planning, release scheduling etc.,

#### Service design from the Service Management Practices of the ITIL framework directly complements the Build, Acquire and Implement (BAI) domain of the management objectives of the COBIT framework. BAI provides policies and objectives base on integration and implementation. Service design practice is to use for deign product and services that are fit for use, fit for purpose. This includes planning and organizing people, suppliers and partners, communication, information, technology, and practices for new or change in service and products and the communication between the organization and its customers.

1. **Availability management in COBIT**

For enterprises that depend on information, availability and capacity management are critical to successful operations. Establish a culture in which product and service availability and capacity are prioritized (in line with business requirements) and supported by processes and behaviors that not only identify required availability and capacity before design, but also consider them in provisioning.

1. **ITIL Availability Management**

To ensure that services deliver agreed levels of availability to meet the needs of customers and users.

1. **Project management in COBIT**

Guides management of risk related to programs and projects. Details management position and expectation regarding program and project management. Treats accountability, goals and objectives regarding performance, budget, risk analysis, reporting and mitigation of adverse events during program/project execution

1. **Management Projects ITIL**

To ensure that all projects in the organization are successfully delivered. This is achieved by planning, delegating, monitoring, and maintaining control of all aspects of a project, and keeping the motivation of the people involved.

1. **Portfolio management in COBIT**

Defines general principles that ensure correct and diverse selection of programs and projects to achieve I&T strategy; considers alignment with business strategy, appropriate investment mix, etc

1. **ITIL Portfolio Management framework:**

To ensure that the organization has the right mix of programs, projects, products, and services to execute the organization’s strategy within its funding and resource constraints.

1. **Risk management in COBIT**

Defines governance and management of enterprise risk at strategic, tactical and operational levels, pursuant to business objectives.

Informs protection of enterprise brand, reputation and assets in the event of loss or damage resulting from fraud or misconduct.

1. **ITIL RISK MGT framework:**

To ensure that the organization understands and effectively handles risks. Managing risk is essential to ensuring the ongoing sustainability of an organization and creating value for its customers.

1. **Strategy management in COBIT**

Provides holistic view of current business and I&T environment, strategic direction and initiatives required to transition to the desired future environment. Ensures that business and I&T strategy reflect target level of digitization.

1. **ITIL Strategic Management framework:**

To formulate the goals of the organization and adopt the courses of action and allocation of resources necessary for achieving those goals. Strategy management establishes the organization’s direction, focuses effort, defines or clarifies the organization’s priorities, and provides consistency or guidance in response to the environment.

**REPORT:**

In this task our members have done hard in formulating the ITIL AND COBIT frameworks. With the practices of ITIL and COBIT, they both complement each other in a variety of ways we have postulated in this assignment. The team members Afnan , Shaheer, Sheraz, and Hadi all have done efforts. 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. There are many practices like continual improvement, Information Security Management, Knowledge Management, Business Analysis Management etc. Just in case from the above, information security of ITIL is complementing the Delivery, , Service and Support (DSS) domain of the management objectives of the COBIT framework like wise others in knowledge management complementing the decisions and strategies of ITIL.

There is a supportive contribution of each member in this assignment, Hadi Hassan has postulated the INCIDENT MANAGEMENT, GENERAL MANAGEMENT, SERVICE MANAGEMENT, TALENT MANAGEMENT, PROBLEM MANAGEMENT, SERVICE DESK MANAGEMENT, CHANGE MANAGEMENT, KNOWLEDGE MANAGEMENT, WORKFORCE AND TALENT MANAGEMENT, INFO SECURITY MANAGEMENT. These all in a sense complement each other in a variety of ways and help in the smooth running of processes.

Sheraz has helped in postulating the Measurement/Report Management, which from the General Management framework complements EDM model. Then Relationship Management complementing APO, Financial Management. Service in the Financial Management terms,

IT Asset management, Monitoring/Event Management, Release Management, and the last but not the least Service Design factors in General Management.

Afnan has helped in contributing to the Finance Assistant Management which is really in need to manage the finances for the companies benefit, the finances are all utilized like buying the resources hardware’s, software etc., Management of Finances in General Management, Continuous Management, Privacy and Security Management, PR Management.

The support of Shaheer has helped in compiling the Availability Management, Project Management which is helpful in establishing product and services which deliver the agreed levels of availability to meet the needs of clients and customers, Portfolio Management, Risk Management, Strategic Management in General Management which helps in completing the goals of organization, it focuses on the efforts which clarifies the priorities and guidance upon the response of environment.