

## “Management” of Management

Governance provides the **structure** within which management operates

*“Define the rules of the game”*

## Management of Business Operations

Deals with the **day-to-day operations** and the implementation of the policies and strategies set by the governance body

*“Play the game well”*

Governance (What should be done)	Management (How we do it)
Strategic direction – leadership, vision, resource management	Program/ project implementation
Management oversight of performance and function	Regulatory compliance
Stakeholder Participation	Communicate with stakeholders – with board approval
Risk management of implementation of governance policies	Administrative efficiency – maximise performance, minimise costs
Conflict management between the board and senior management	Consolidating learnings from project reviews
Audit and evaluation of governance programs	Reviewing and reporting of portfolio performance
	Performance review and assessment of staff

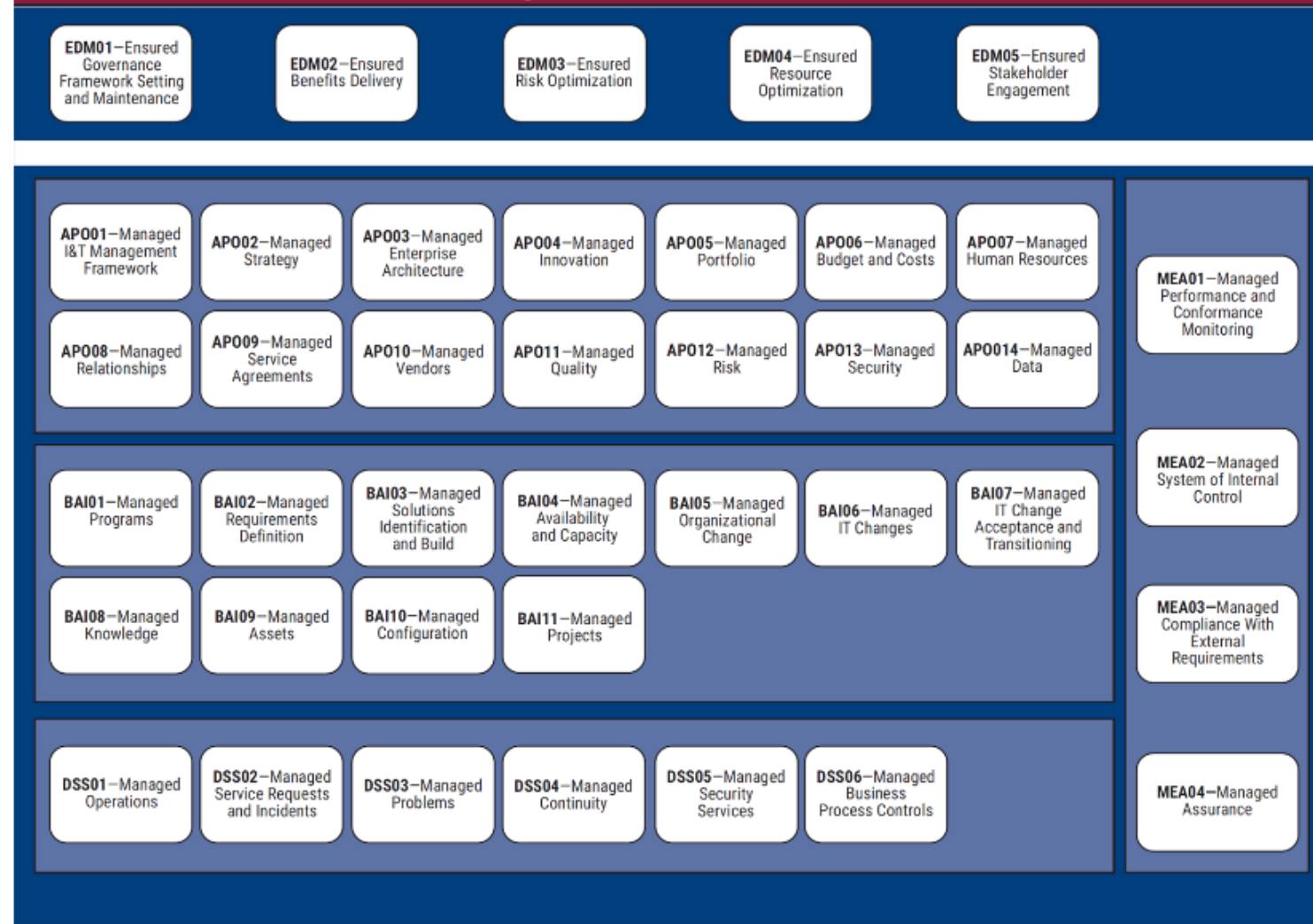
# COBIT - Governance and Management of IT

- Governance and Management Domains
  - Governance - EDM
  - Management - APO, BAI, DSS, MEA
    - Sometimes some of these might support governance also
- in this subject you will usually concentrate primarily on the EDM and APO objectives, with objectives from the other areas when necessary. You will need to read all the objectives etc to understand these to be able to use them in the assignment.

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Figure 1.2—COBIT Core Model



# ITIL - IT Service

- In ITIL, a management practice is a set of organisational resources designed for performing work or accomplishing an objective
- Like in COBIT some of these have governance aspects and some do not. It is up to you to identify the ones with governance aspects when you are justifying your choices in your assignments.

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Table 5.1 The ITIL management practices

General management practices	Service management practices	Technical management practices
Architecture management	Availability management	Deployment management
Continual improvement	Business analysis	Infrastructure and platform management
Information security management	Capacity and performance management	Software development and management
Knowledge management	Change enablement	
Measurement and reporting	Incident management	
Organizational change management	IT asset management	
Portfolio management	Monitoring and event management	
Project management	Problem management	
Relationship management	Release management	
Risk management	Service catalogue management	
Service financial management	Service configuration management	
Strategy management	Service continuity management	
Supplier management	Service design	
Workforce and talent management	Service desk	
	Service level management	
	Service request management	
	Service validation and testing	