

## “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

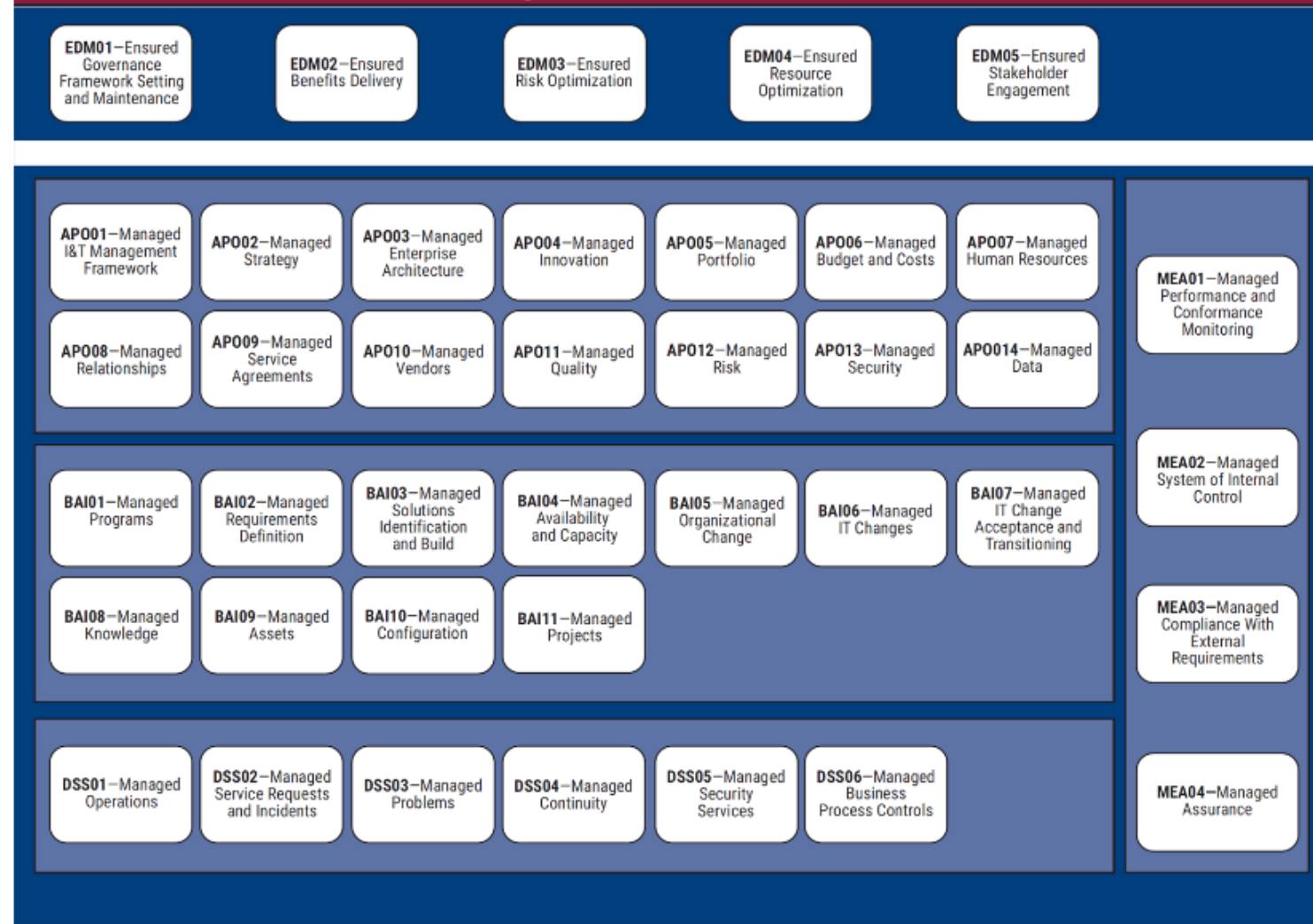
# COBIT - Governance and Management of IT

- 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	

- ▶ **Val-IT** is a framework developed by the IT Governance Institute (ITGI) to help organizations create business value from IT investments. It focuses on aligning IT investments with business goals, managing the IT portfolio, and delivering value through effective governance.
- ▶ **Risk-IT** is a framework developed by ISACA (Information Systems Audit and Control Association) that provides a structured approach to managing IT-related risks. It helps organizations identify, assess, and mitigate risks associated with IT to ensure they align with the organization's risk tolerance and objectives.
- ▶ **ISO 20000** is an international standard for IT service management (ITSM). It outlines best practices for delivering managed IT services and focuses on the entire service lifecycle, including planning, design, transition, delivery, and improvement of IT services to meet customer needs.
- ▶ **ITS-CMM (Information Technology Services Capability Maturity Model)** is a model used to assess and improve the maturity of IT service management processes. It provides a structured approach to improving IT services by evaluating the maturity of existing processes and practices and identifying areas for improvement.



- ▶ **TQM (Total Quality Management)** is a management approach focused on continuous improvement, customer satisfaction, and the involvement of all employees in the quality process. It emphasizes the importance of quality in all aspects of an organization's operations, aiming to deliver high-quality products and services consistently.
- ▶ **ISO 9000** is a family of international standards for quality management systems (QMS). It provides guidelines and requirements for organizations to ensure their products and services consistently meet customer and regulatory requirements, and that they continually improve their quality management processes.
- ▶ **AGIMO (Australian Government Information Management Office)** was an agency within the Australian Government that provided leadership and guidance on the use of ICT (Information and Communication Technology) to improve government service delivery and public sector efficiency. It focused on setting standards, policies, and strategies for ICT across the government.
- ▶ **ISO 27000** is a family of international standards related to information security management systems (ISMS). These standards provide a framework for managing sensitive company information, ensuring its confidentiality, integrity, and availability. ISO 27001 is the most well-known standard within this family, providing specific requirements for establishing, implementing, maintaining, and continually improving an ISMS.