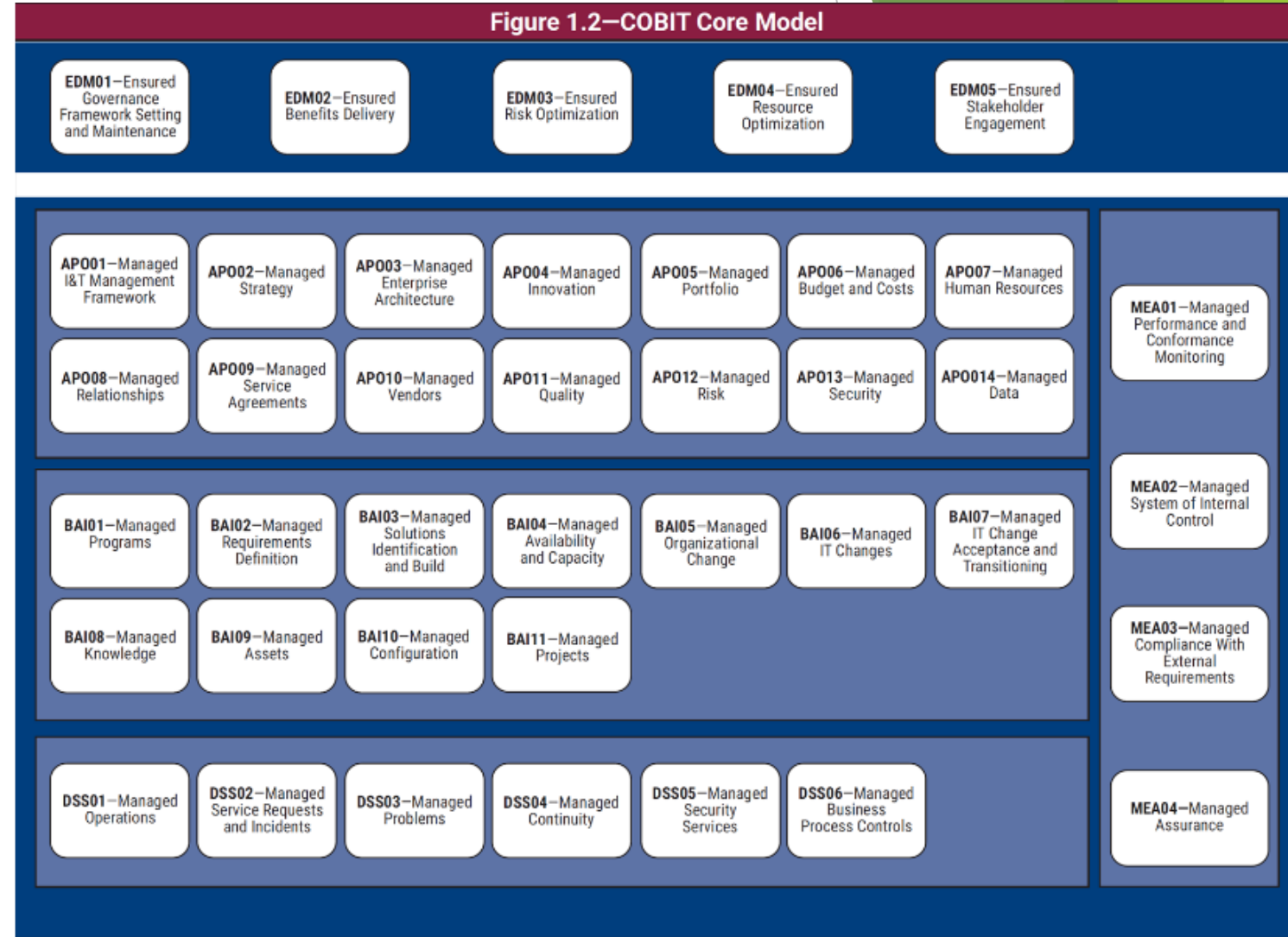


# COBIT - Governance and Management of IT

- 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.



# 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.

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	

## Evidence

### Governance Practice

#### EDM01.02 Direct the governance system.

Inform leaders on I&T governance principles and obtain their support, buy-in and commitment. Guide the structures, processes and practices for the governance of I&T in line with the agreed governance principles, decision-making models and authority levels. Define the information required for informed decision making.

### Findings - Gap Analysis

Criteria (Cite the Governance Framework)	Evidence (cite the case study)	Finding / Outcome (or other similar words)
EDM01.02 Direct the governance system. [ORGNAME] should communicate governance of I&T principles and agree with executive management on the way to establish informed and committed leadership (pg. 30)	<p>[OrgName] regularly communicates with Council members, AHPRA and HCCC using email. (pg. 16)</p> <p>Corporate Governance of ICT involves evaluating and directing the use of ICT to support the organisation and monitoring this use to achieve plans (pg. 22)</p>	<p>F1 - Partially conform</p> <p>[OrgName] strategic plan mentions the need for communication with relevant stakeholders and attempts to guide its corporate governance using ICT. However, these mechanisms are not fully incorporated into its governance systems</p>

Case Study



# IS Strategy and Governance (ISYS90038)

## Intended learning outcomes

On completion of this subject the student is expected to:

- ✓ Engage in the process of ICT strategic planning and the critical review of ICT strategic plans
- ✓ Demonstrate expertise of the role of ICT strategic planning in the formulation of ICT governance plans
- ✓ Apply the principles and methodologies found in current ICT governance frameworks to the development of ICT governance plans for an organisation
- ✓ Critically analyse the ICT plans of an organisation to determine the maturity of ICT strategic planning and governance within that organisation
- ✓ Demonstrate insight of the relationships between ICT governance planning and the development of an enterprise architecture