Processes for Governance of Enterprise IT

Evaluate, Direct and Monitor

- EDM01 Ensure Governance Framework Setting and Maintenance
- EDM02 Ensure Benefits Delivery
- EDM03 Ensure Risk Optimisation
- EDM04 Ensure Resource Optimisation
- EDM05 Ensure Stakeholder Transparency

Align, Plan and Organise

- APO01 Manage the IT Management Framework
- APO02 Manage Strategy
- APO03 Manage Enterprise Architecture
- APO04 Manage Innovation
- APO05 Manage Portfolio
- APO06 Manage Budget and Costs
- APO07 Manage Human Resources
- APO08 Manage Relationships
- APO09 Manage Service Agreements
- APO10 Manage Suppliers
- APO11 Manage Quality
- APO12 Manage Risk
- APO13 Manage Security

Build, Acquire and Implement

- BAI01 Manage Programmes and Projects
- BAI02 Manage Requirements Definition
- BAI03 Manage Solutions Identification and Build
- BAI04 Manage Availability and Capacity
- BAI05 Manage Organisational Change Enablement
- BAI06 Manage Changes
- BAI07 Manage Change Acceptance and Transitioning
- BAI08 Manage Knowledge
- BAI09 Manage Assets
- BAI10 Manage Configuration

Deliver, Service and Support

- DSS01 Manage Operations
- DSS02 Manage Service Requests and Incidents
- DSS03 Manage Problems
- DSS04 Manage Continuity
- DSS05 Manage Security Services
- DSS06 Manage Business Process Controls

Monitor, Evaluate and Assess

- MEA01 Monitor, Evaluate and Assess Performance and Conformance
- MEA02 Monitor, Evaluate and Assess the System of Internal Control
- MEA03 Monitor, Evaluate and Assess Compliance With External Requirements

Processes for Management of Enterprise IT

Source: COBIT 5, figure 16
COBIT 5 Enterprise Enablers

2. Processes
3. Organisational Structures
4. Culture, Ethics and Behaviour

1. Principles, Policies and Frameworks

5. Information
6. Services, Infrastructure and Applications
7. People, Skills and Competencies

Resources

Source: COBIT 5, figure 12

COBIT 5 Enablers: Generic

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Goals</th>
<th>Life Cycle</th>
<th>Good Practices</th>
</tr>
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<tbody>
<tr>
<td>Internal Stakeholders</td>
<td>Intrinsic Quality</td>
<td>Plan</td>
<td>Practices</td>
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<tr>
<td>External Stakeholders</td>
<td>Contextual Quality (Relevance, Effectiveness)</td>
<td>Design</td>
<td>Work Products (Inputs/Outputs)</td>
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<tr>
<td>Accessibility and Security</td>
<td>Use/Operate</td>
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<td>Accessibility and Security</td>
<td>Evaluate/Monitor</td>
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<tr>
<td>Accessibility and Security</td>
<td>Update/Dispose</td>
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Enabler Dimension

Stakeholders
- Internal Stakeholders
- External Stakeholders

Goals
- Intrinsic Quality
- Contextual Quality (Relevance, Effectiveness)
- Accessibility and Security

Life Cycle
- Plan
- Design
- Build/Acquire/Create/Implement
- Use/Operate
- Evaluate/Monitor
- Update/Dispose

Good Practices
- Practices
- Work Products (Inputs/Outputs)

Enabler Performance Management

Are Stakeholders Needs Addressed?
- Are Enabler Goals Achieved?
- Is Life Cycle Managed?
- Are Good Practices Applied?

Metrics for Achievement of Goals (Lag Indicators)
Metrics for Application of Practice (Lead Indicators)

Source: COBIT 5, figure 13

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The Seven Phases of the Implementation Life Cycle

1. What are the drivers?
   - Programme management (outer ring)
   - Change enablement (middle ring)
   - Continual improvement life cycle (inner ring)

2. Where are we now?

3. Where do we want to be?

4. What needs to be done?

5. How do we get there?

6. Did we get there?

7. How do we keep the momentum going?

Summary of the COBIT 5 Process Capability Model

Generic Process Capability Attributes

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Source: COBIT 5, figure 17 and COBIT 5 Implementation, figure 6

Source: COBIT 5, figure 19
COBIT 5 Product Family

COBIT® 5

COBIT 5 Enabler Guides
- COBIT® 5: Enabling Processes
- COBIT® 5: Enabling Information
- Other Enabler Guides

COBIT 5 Professional Guides
- COBIT® 5 Implementation
- COBIT® 5 for Information Security
- COBIT® 5 for Assurance
- COBIT® 5 for Risk
- Other Professional Guides

COBIT 5 Online Collaborative Environment

Source: COBIT 5, figure 11

COBIT 5 Principles

1. Meeting Stakeholder Needs
2. Covering the Enterprise End-to-end
3. Applying a Single Integrated Framework
4. Enabling a Holistic Approach
5. Separating Governance From Management

Source: COBIT 5, figure 2
COBIT 5 Goals Cascade Overview

- **Stakeholder Drivers** (Environment, Technology Evolution, …)

  - Influence

- **Stakeholder Needs**
  - Benefits Realisation
  - Risk Optimisation
  - Resource Optimisation

  - Cascade to Appendix D

- **Enterprise Goals**

  - Cascade to Appendix B

- **IT-related Goals**

  - Cascade to Appendix C

- **Enabler Goals**

Source: COBIT 5, figure 4