Application for CGEIT Certification

For individuals who passed a CGEIT exam administered in 2013 or later.
REQUIREMENTS TO BECOME A CGEIT—EXAM PASSERS 2013 AND LATER

This application is to be used for those individuals who took and passed a CGEIT exam administered in 2013 or later.

To become Certified in the Governance of Enterprise IT (CGEIT), an applicant must:

1. Score a passing grade on the CGEIT exam. A passing score on the CGEIT exam, without completing the required work experience as outlined below, will only be valid for five years. If the applicant does not meet the CGEIT certification requirements within the five year period, the passing score will be voided.

   **Important Note:** Your completed CGEIT application for certification must be submitted within 5 years from the date of initially passing the examination. Retaking and passing the examination will be required if the (completed) application for certification is not submitted within five years from the passing date of the examination.

2. Submit payment for the CGEIT application processing fee of US $50 online at www.isaca.org/cgeitpay.

3. Submit verified evidence of five (5) or more years of experience managing, serving in an advisory or oversight role, and/or otherwise supporting the governance of the IT-related contribution to an enterprise is required to apply for certification. This experience is defined specifically by the domains and task statements described in the CGEIT Job Practice.

   A minimum of one (1) year of experience relating to the definition, establishment and management of a Framework for the Governance of IT is required. The type and extent of experience accepted is described in CGEIT domain one (1) (Framework for the Governance of Enterprise IT). Additional broad experience directly related to any two or more of the remaining CGEIT domains is required. The type and extent of experience accepted is described in CGEIT domains two (2) through five (5). These domains are:
   - Strategic Management
   - Benefit Realization
   - Risk Optimization
   - Resource Optimization

   Work experience must be gained within the ten year period preceding the application date for certification or within five years from the date of initially passing the exam.

   **THERE ARE NO WAIVERS OR SUBSTITUTIONS FOR CGEIT EXPERIENCE.**

   Exception: Two years as a full-time university instructor teaching IT governance related subjects at an accredited university can be substituted for every one year of IT governance experience.

4. Agree to abide by the ISACA Code of Professional Ethics, which can be viewed at www.isaca.org/ethics.

5. Agree to abide by the CGEIT Continuing Professional Education Policy, which can be viewed at www.isaca.org/cgeitcpepolicy.

INSTRUCTIONS FOR COMPLETING AND SUBMITTING YOUR APPLICATION AND DOCUMENTATION

Carefully follow the instructions to complete your application. Be sure to complete all appropriate sections and sign your application. Incomplete or unsigned applications will not be processed. Applications will be randomly selected for a narrative or verification form audit. If you are selected for a narrative audit you will be further required to describe in narrative form (in English), your specific work experience and how it aligns with the CGEIT task statements that you checked on page V-2 of the application form. If you are selected for a verification audit, your verifier will be contacted.

In order for your application to be processed, you MUST collect and submit the application and verification of work experience forms and mail, FAX, or e-mail to:

CGEIT Certification Program
ISACA
3701 Algonquin Road, Suite 1010
Rolling Meadows, IL 60008 USA
Fax: +1.847.253.1755 or +1.847.253.1443
E-mail: certification@isaca.org
Instructions for Completion of the Application

Page A-1: IT Governance experience
Complete top portion of A-1 with your (Applicant) name and exam ID number (Exam ID#).

Section A—Information Technology (IT) Governance Experience
For each employer (starting with the most current), enter the following information:
• Name of employer where CGEIT tasks were performed
• Job title held where IT governance management experience is claimed. If multiple positions were held, use one line for each title.
• Date range (month and year) in which CGEIT tasks were performed.
• Number of years and months, by employer and in total, performing CGEIT tasks.
• CGEIT job practice areas (see pages V-1 and V-2) in which CGEIT tasks were performed. Please note that a minimum of one year of experience must have been gained in domain 1, with additional experience gained in two or more of domains 2 through 5.

• Determine your total cumulative years of experience in CGEIT Domain 1—Framework for the Governance of Enterprise IT only.
  Are your total cumulative years of experience in CGEIT Domain 1, one (1) year or greater? Check Yes or No.

Page A-2: Verifier Information/Acknowledgement
Complete top section of page A-2 with your (Applicant) name, Exam ID#, e-mail address and your (Applicant) phone number:

Section B—Verifier Information
For each employer listed in Section A, enter the employer name, verifier name, verifier job title, business phone numbers and email address of the person who will attest to your work experience for that employer. The employer name is the name of your employer from Section A that the verifier is verifying your experience from.

Read the acknowledgement. Print and sign your name and date the application at the bottom of page A-2. Your application is not complete and will not be accepted unless you have signed and dated this page.

Pages V-1, V-2: Verification of Work Experience Forms
You are required to have your work experience claimed in section A verified by a person qualified to do so. This person should be your immediate supervisor or a person of higher position within your organization. If one person cannot verify all required experience, previous employers must be asked to verify experience. If they are able to, it is permissible for one verifier to verify all of your work experience. If you are no longer in contact with your former supervisors/managers, you can have a colleague that has knowledge of your work from that company verify that work experience.

If you currently or once worked as an independent consultant, you can use a knowledgeable client to verify work experiences. The individual verifying your work experience must be an independent verifier and not of any relation to the applicant nor can the applicant verify his/her own work. The individual verifying your work should have first-hand knowledge of the work you do (or did) and the tasks you performed as well as your work employment dates.

Page V-1—Verification Form
Complete top portion of form with your (Applicant) name, Exam ID#, e-mail address on page V-1.

Section C—Applicant request to verifier for work experience verification
Review section. Complete with your name (Printed Name) and sign and date by Applicant’s Signature.

Section D—Verification of Work Experience
This section is to be completed by each individual who you have chosen (from page A-2) to verify your work experience. Two copes of the verification of Work Experience form are included for convenience only.

Give the verification form pages V-1 and V-2 to each person(s) verifying your specific work experience; and a copy of your completed application. It is suggested that you sit with each verifier in order to confirm the tasks that you have claimed (checked off) to have performed on your application for certification. Your verifier will need to complete the form, answering all 4 questions, and review the task statements checked on the form. Your verifier will sign and date the form where indicated on page V-1 verifier signature and date. Two copies of the form are included. If additional copies are required, photocopy the form.
Page V-2—CGEIT Job Practice Areas (Task Statements)
Complete the top portion of form page V-2 with your (Applicant) Name, Exam ID number and Verifier Name. Note that each of your verifiers will need a copy of verification pages V-1 and V-2 in order to complete the verification.

Review the job practice domain statements. Check off each job practice statement within each domain that applies to your IT governance experience. Your verifier is to review and confirm that the task statements checked off apply to the work experience that is being verified. Your verifier will answer the corresponding question number three in Section D.

Collect verification form(s) from your verifier(s). Send in completed verification forms (verification form pages V-1 and V-2 for each verifier) with your application. DO NOT SEND THIS INFORMATION IN SEPARATELY.

Please note that verification forms are subject to an audit and verifiers may be contacted to confirm their completion and verification of the work experience form that they signed.
Please use black ink and print in block letters or type.

Applicant Name: ___________________________________________  Exam ID # ____________________
First  Middle Initial  Last/Family

Section A—IT Governance Experience
For each employer (starting with the most current), enter information pertaining to the positions where you have performed tasks specifically described in the CGEIT job practice domains (see pages V-1 and V-2 for task descriptions). CGEIT certification requires a minimum of five (5) years verified experience managing, serving in an advisory role, and/or otherwise supporting the governance of the IT-related contributions to an enterprise. See page 2 for more details.

<table>
<thead>
<tr>
<th>Employer name and job title</th>
<th>Dates of employment performing CGEIT tasks</th>
<th>Duration of experience</th>
<th>CGEIT job practice areas in which tasks were performed (indicate with an (X) below the number of each domain)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Employer Name MM/YY to MM/YY</td>
<td>Years Months</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Job Title to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2  Employer Name MM/YY to MM/YY</td>
<td>Years Months</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Job Title to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3  Employer Name MM/YY to MM/YY</td>
<td>Years Months</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Job Title to</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add the years and months of duration of experience and total to the right (must be a total of 5 or more years) in Section A.  

Total Years and Months

ARE YOUR TOTAL CUMULATIVE YEARS OF EXPERIENCE IN CGEIT DOMAIN 1, ONE (1) YEAR OR GREATER? CHECK YES OR NO.  ○ YES  ○ NO
**Application for CGEIT Certification**

**Exam Passers 2013 and Later—Page A-2**

<table>
<thead>
<tr>
<th>Applicant Name:</th>
<th>Last/Family Name</th>
<th>First/Given Name</th>
<th>Middle Initial</th>
<th>Exam ID #</th>
<th>E-mail address:</th>
<th>Applicant’s phone number</th>
</tr>
</thead>
</table>

**Section B — Verifier information**

*Person(s) you have requested to verify your work experience (a work experience verification form, pages V-1 and V-2 must be submitted for each person listed below):*

1. **Employer Name**
   - Verifier Name:
   - Bus. Tel. No.:
   - E-mail address:

2. **Employer Name**
   - Verifier Name:
   - Bus. Tel. No.:
   - E-mail address:

3. **Employer Name**
   - Verifier Name:
   - Bus. Tel. No.:
   - E-mail address:

ISACA reserves the right to contact your immediate supervisor and verifiers for confirmation of work experience.

I hereby apply to ISACA for the Certified in the Governance of Enterprise IT (CGEIT) certification in accordance with and subject to the procedures and policies of ISACA. I have read and agree to the conditions set forth in the CGEIT Application for Certification and the Continuing Professional Education (CPE) Policy and the Continuing Professional Education (CPE) Policy in effect at the time of my application, covering the certification process; and CPE policy. I agree to provide proof of meeting the eligibility requirements and that ISACA may ask for clarification or further verification of information submitted and/or may directly contact the verifying professional to confirm the information submitted; comply with the requirements to attain and maintain the certification, including eligibility requirements involving the tasks of a CGEIT; complying with ISACA’s Code of Ethics, standards, and policies as appropriate, and to fulfill renewal requirements; notify the ISACA certification department promptly if I am unable to comply with the certification requirements; carry out the tasks of a CGEIT; make claims regarding certification only with respect to the scope for which certification has been granted; not use the CGEIT certificate or logos or marks in a misleading manner. I understand and agree that my Certification application will be denied and any credential granted me by ISACA will be revoked and forfeited in the event that any of the statements or answers provided by me in this application are false or in the event that I violate any of the examination rules or requirements. I understand that all certificates are owned by ISACA and that my certificate is granted and then revoked, I will destroy the certificate, discontinue its use and retract all claims of my entitlement to the Certification.

I hereby agree to hold ISACA, its officers, directors, examiners, employees, and agents, harmless from any complaint, claim, or damage arising out of any action or omission by any of them in connection with this application; the application process; the failure to issue me any certificate; any demand for forfeiture or redelivery of such certificate. Notwithstanding the above, I understand and agree that any action arising out of, or pertaining to this application must be brought in the Circuit Court of Cook County, Illinois, USA, and shall be governed by the laws of the State of Illinois, USA.

I understand that the decision as to whether I qualify for certification rests solely and exclusively with ISACA and that the decision of ISACA is final.

I have read and understand these statements and I intend to be legally bound by them.

Printed Name

Signature

Date

(For your application to be complete you must sign and date on the line above.)
Verification of Work Experience

Applicant Name ___________________________ EXAM ID# ____________________
Last/Family Name First/Given Name Middle Initial

E-mail address _____________________________________________________________________________________________________________

Section C—Request for Work Experience Verification

I, ________________________________________________, am applying through ISACA for the Certified in the Governance of Enterprise IT (CGEIT) certification. As such, my IT governance and management work experience must be independently verified by my current and/or previous employer(s). The individual verifying the work experience must be an independent verifier and not of any relation to the applicant nor can the applicant verify his/her own work. If I currently or once worked as an independent consultant, I can use a knowledgeable client or colleague to perform this role.

I would appreciate your cooperation in completing this form, by verifying my IT governance work experience as noted on my application form attached and as described by CGEIT job practice domains and task statements (see below and form V-2). Please return the completed form to me for my submission to ISACA. If you have any questions concerning this form, please direct them to certification@isaca.org or +1.847.660.5660. Thank you.

Applicant’s Signature ___________________________ Date ___________________________

Section D—Verification of Work Experience

Verifier Name: _____________________________________________________________________________________________________________
Last/Family Name First/Given Name Middle Initial

Professional Title: ___________________________________________________________________________________________________________

Company Name: _____________________________________________________________________________________________________________

Address: ___________________________________________________________________________________________________________________
Street: ____________________________________________________________________________________________________________________
City: __________________________________________________________________________ State/Province/Country: __________ Postal Code: ___________________

Verifier E-mail: ___________________________________________________ Verifier Telephone Number: ______________________

Name of employer(s) being verified from Section A. List all that apply:

1. I have functioned in a supervisory or other related position to the applicant and can verify his/her IT governance work experience (see Section A of Application). ☐ Yes ☐ No ☐ N/A

2. I am qualified and willing to verify the applicant’s IT governance work experience (see Section A of Application) prior to his/her affiliation with my organization. ☐ Yes ☐ No ☐ N/A

3. Verifying IT governance work experience:
I can attest that the tasks performed by the applicant, as listed on page V-2 of this form, are correct to the best of my knowledge and the applicant has worked in, and is competent in, performing tasks in these areas.
If not correct, please explain. ☐ Yes ☐ No

4. Is there any reason you believe this applicant should not be certified in the governance of enterprise IT? ☐ Yes ☐ No

Verifier’s Signature ___________________________ Date ___________________________

V-1
Application for CGEIT Certification
Exam Passers 2013 and Later——Page V-2

CGEIT Job Practice Areas
(Applicant required to indicate with an (x) in each box the task they performed to be confirmed by the verifier)

Applicant Name _____________________________________________________________________________EXAM ID# _____________________
Last/Family Name First/Given Name Middle Initial
Verifier Name: ______________________________________________________________________________

Applicant required to indicate with an (√) or (x) in each box of the task they performed, to be confirmed by the verifier.

Domain 1: Framework for the Governance of Enterprise IT—Ensure the definition, establishment, and management of a framework for the governance of enterprise IT in alignment with the mission, vision and values of the enterprise.
☐ Ensure that a framework for the governance of enterprise IT is established and enables the achievement of enterprise goals and objectives to create stakeholder value, taking into account benefits realization, risk optimization, and resource optimization.
☐ Identify the requirements and objectives for the framework for the governance of enterprise IT incorporating input from enablers such as principles, policies and frameworks; processes; organizational structures; culture, ethics and behavior; information; services, infrastructure and applications; people, skills and competencies.
☐ Ensure that the framework for the governance of enterprise IT addresses applicable internal and external requirements (for example, principles, policies and standards, laws, regulations, service capabilities and contracts).
☐ Ensure that strategic planning processes are incorporated into the framework for the governance of enterprise IT.
☐ Ensure the incorporation of enterprise architecture (EA) into the framework for the governance of enterprise IT in order to optimize IT-enabled business solutions.
☐ Ensure that the framework for the governance of enterprise IT incorporates comprehensive and repeatable processes and activities.
☐ Ensure that the roles, responsibilities and accountabilities for information systems and IT processes are established.
☐ Ensure issues related to the framework for the governance of enterprise IT are reviewed, monitored, reported and remediated.
☐ Ensure that organizational structures are in place to enable effective planning and implementation of IT-enabled business investments.
☐ Ensure the establishment of a communication channel to reinforce the value of the governance of enterprise IT and transparency of IT costs, benefits and risk throughout the enterprise.
☐ Ensure that the framework for the governance of enterprise IT is periodically assessed, including the identification of improvement opportunities.

Domain 2: Strategic Management—Ensure that IT enables and supports the achievement of enterprise objectives through the integration and alignment of IT strategic plans with enterprise strategic plans.
☐ Evaluate, direct and monitor IT strategic planning processes to ensure alignment with enterprise goals.
☐ Ensure that appropriate policies and procedures are in place to support IT and enterprise strategic alignment.
☐ Ensure that the IT strategic planning processes and related outputs are adequately documented and communicated.
☐ Ensure that enterprise architecture (EA) is integrated into the IT strategic planning process.
☐ Ensure prioritization of IT initiatives to achieve enterprise objectives.
☐ Ensure that IT objectives cascade into clear roles, responsibilities and actions of IT personnel.

Domain 3: Benefits Realization—Ensure that IT-enabled investments are managed to deliver optimized business benefits and that benefit realization outcome and performance measures are established, evaluated and progress is reported to key stakeholders.
☐ Ensure that IT-enabled investments are managed as a portfolio of investments.
☐ Ensure that IT-enabled investments are managed through their economic life cycle to achieve business benefit.
☐ Ensure business ownership and accountability for IT-enabled investments are established.
☐ Ensure that IT investment management practices align with enterprise investment management practices.
☐ Ensure that IT-enabled investment portfolios, IT processes and IT services are evaluated and benchmarked to achieve business benefit.
☐ Ensure that outcome and performance measures are established and evaluated to assess progress towards the achievement of enterprise and IT objectives.
☐ Ensure that outcome and performance measures are monitored and reported to key stakeholders in a timely manner.
☐ Ensure that improvement initiatives are identified, prioritized, initiated and managed based on outcome and performance measures.

Domain 4: Risk Optimization—Ensure that an IT risk management framework exists to identify, analyze, mitigate, manage, monitor, and communicate IT-related business risk, and that the framework for IT risk management is in alignment with the enterprise risk management (ERM) framework.
☐ Ensure that comprehensive IT risk management processes are established to identify, analyze, mitigate, manage, monitor, and communicate IT risk.
☐ Ensure that legal and regulatory compliance requirements are addressed through IT risk management.
☐ Ensure that IT risk management is aligned with the enterprise risk management (ERM) framework.
☐ Ensure appropriate senior level management sponsorship for IT risk management.
☐ Ensure that IT risk management policies, procedures and standards are developed and communicated.
☐ Ensure the identification of key risk indicators (KRIs).
☐ Ensure timely reporting and proper escalation of risk events and responses to appropriate levels of management.

Domain 5: Resource Optimization—Ensure the optimization of IT resources including information, services, infrastructure and applications, and people, to support the achievement of enterprise objectives.
☐ Ensure that processes are in place to identify, acquire and maintain IT resources and capabilities (i.e., information, services, infrastructure and applications, and people).
☐ Evaluate, direct and monitor sourcing strategies to ensure existing resources are taken into account to optimize IT resource utilization.
☐ Ensure the integration of IT resource management into the enterprise’s strategic and tactical planning.
☐ Ensure the alignment of IT resource management processes with the enterprise’s resource management processes.
☐ Ensure that a resource gap analysis process is in place so that IT is able to meet strategic objectives of the enterprise.
☐ Ensure that policies exist to guide IT resource sourcing strategies that include service level agreements (SLAs) and changes to sourcing strategies.
☐ Ensure that policies and processes are in place for the assessment, training and development of staff to address enterprise requirements and personal/professional growth.
Verification of Work Experience

Applicant Name ____________________________________________________________

Last/Family Name First/Given Name Middle Initial EXAM ID# ____________________

E-mail address _____________________________________________________________________________________________________________

Section C—Request for Work Experience Verification

I, ____________________________________________________, am applying through ISACA for the Certified in the Governance of Enterprise IT (CGEIT) certification. As such, my IT governance and management work experience must be independently verified by my current and/or previous employer(s). The individual verifying the work experience must be an independent verifier and not of any relation to the applicant nor can the applicant verify his/her own work. If I currently or once worked as an independent consultant, I can use a knowledgeable client or colleague to perform this role.

I would appreciate your cooperation in completing this form, by verifying my IT governance work experience as noted on my application form attached and as described by CGEIT job practice domains and task statements (see below and form V-2). Please return the completed form to me for my submission to ISACA. If you have any questions concerning this form, please direct them to certification@isaca.org or +1.847.660.5660. Thank you.

Applicant’s Signature ______________________ Date ______________________

Section D—Verification of Work Experience

Verifier Name: ________________________________________________________________________________________________________________

Last/Family Name First/Given Name Middle Initial

Professional Title: ____________________________________________________________________________________________________________

Company Name ________________________________________________________________________________________________________________

Address ____________________________________________________________________________________________________________________

Street _______________________________________________________________________________________________________________________

City State/Province/Country Postal Code

Verifier E-mail: __________________________________________ Verifier Telephone Number: ________________________________

Name of employer(s) being verified from Section A. List all that apply: ____________________________________________________________

1. I have functioned in a supervisory or other related position to the applicant and can verify his/her IT governance work experience (see Section A of Application).

   □ Yes  □ No  □ N/A

2. I am qualified and willing to verify the applicant’s IT governance work experience (see Section A of Application) prior to his/her affiliation with my organization.

   □ Yes  □ No  □ N/A

3. Verifying IT governance work experience:

   I can attest that the tasks performed by the applicant, as listed on page V-2 of this form, are correct to the best of my knowledge and the applicant has worked in, and is competent in, performing tasks in these areas. If not correct, please explain.

   □ Yes  □ No

4. Is there any reason you believe this applicant should not be certified in the governance of enterprise IT?

   □ Yes  □ No

Verifier’s Signature ______________________ Date ______________________
CGET Job Practice Areas

(Applicant required to indicate with an (✓) or (x) in each box the task they performed to be confirmed by the verifier)

Applicant Name ___________________________ EXAM ID# ___________________

Verifier Name: ___________________________________________________________________________

Applicant required to indicate with an (✓) or (x) in each box the task they performed, to be confirmed by the verifier.

Domain 1: Framework for the Governance of Enterprise IT—Ensure the definition, establishment, and management of a framework for the governance of enterprise IT in alignment with the mission, vision and values of the enterprise.

- Ensure that a framework for the governance of enterprise IT is established and enables the achievement of enterprise goals and objectives to create stakeholder value, taking into account benefits realization, risk optimization, and resource optimization.
- Identify the requirements and objectives for the framework for the governance of enterprise IT incorporating input from enablers such as principles, policies and frameworks; processes; organizational structures; culture, ethics and behavior; information; services, infrastructure and applications; people, skills and competencies.
- Ensure that the framework for the governance of enterprise IT addresses applicable internal and external requirements (for example, principles, policies and standards, laws, regulations, service capabilities and contracts).
- Ensure that strategic planning processes are incorporated into the framework for the governance of enterprise IT.
- Ensure the incorporation of enterprise architecture (EA) into the framework for the governance of enterprise IT in order to optimize IT-enabled business solutions.
- Ensure that the framework for the governance of enterprise IT incorporates comprehensive and repeatable processes and activities.
- Ensure that the roles, responsibilities and accountabilities for information systems and IT processes are established.
- Ensure issues related to the framework for the governance of enterprise IT are reviewed, monitored, reported and remediated.
- Ensure that organizational structures are in place to enable effective planning and implementation of IT-enabled business investments.
- Ensure the establishment of a communication channel to reinforce the value of the governance of enterprise IT and transparency of IT costs, benefits and risk throughout the enterprise.
- Ensure that the framework for the governance of enterprise IT is periodically assessed, including the identification of improvement opportunities.

Domain 2: Strategic Management—Ensure that IT enables and supports the achievement of enterprise objectives through the integration and alignment of IT strategic plans with enterprise strategic plans.

- Evaluate, direct and monitor IT strategic planning processes to ensure alignment with enterprise goals.
- Ensure that appropriate policies and procedures are in place to support IT and enterprise strategic alignment.
- Ensure that the IT strategic planning processes and related outputs are adequately documented and communicated.
- Ensure that enterprise architecture (EA) is integrated into the IT strategic planning process.
- Ensure prioritization of IT initiatives to achieve enterprise objectives.
- Ensure that IT objectives cascade into clear roles, responsibilities and actions of IT personnel.

Domain 3: Benefits Realization—Ensure that IT-enabled investments are managed to deliver optimized business benefits and that benefit realization outcome and performance measures are established, evaluated and progress is reported to key stakeholders.

- Ensure that IT-enabled investments are managed as a portfolio of investments.
- Ensure that IT-enabled investments are managed through their economic life cycle to achieve business benefit.
- Ensure business ownership and accountability for IT-enabled investments are established.
- Ensure that IT investment management practices align with enterprise investment management practices.
- Ensure that IT-enabled investment portfolios, IT processes and IT services are evaluated and benchmarked to achieve business benefit.
- Ensure that outcome and performance measures are established and evaluated to assess progress towards the achievement of enterprise and IT objectives.
- Ensure that outcome and performance measures are monitored and reported to key stakeholders in a timely manner.
- Ensure that improvement initiatives are identified, prioritized, initiated and managed based on outcome and performance measures.

Domain 4: Risk Optimization—Ensure that an IT risk management framework exists to identify, analyze, mitigate, manage, monitor, and communicate IT-related business risk, and that the framework for IT risk management is in alignment with the enterprise risk management (ERM) framework.

- Ensure that comprehensive IT risk management processes are established to identify, analyze, mitigate, manage, monitor, and communicate IT risk.
- Ensure that legal and regulatory compliance requirements are addressed through IT risk management.
- Ensure that IT risk management is aligned with the enterprise risk management (ERM) framework.
- Ensure appropriate senior level management sponsorship for IT risk management.
- Ensure that IT risk management policies, procedures and standards are developed and communicated.
- Ensure the identification of key risk indicators (KRIs).
- Ensure timely reporting and proper escalation of risk events and responses to appropriate levels of management.

Domain 5: Resource Optimization—Ensure the optimization of IT resources including information, services, infrastructure and applications, and people, to support the achievement of enterprise objectives.

- Ensure that processes are in place to identify, acquire and maintain IT resources and capabilities (i.e., information, services, infrastructure and applications, and people).
- Evaluate, direct and monitor sourcing strategies to ensure existing resources are taken into account to optimize IT resource utilization.
- Ensure the integration of IT resource management into the enterprise’s strategic and tactical planning.
- Ensure the alignment of IT resource management processes with the enterprise’s resource management processes.
- Ensure that a resource gap analysis process is in place so that IT is able to meet strategic objectives of the enterprise.
- Ensure that policies exist to guide IT resource sourcing strategies that include service level agreements (SLAs) and changes to sourcing strategies.
- Ensure that policies and processes are in place for the assessment, training and development of staff to address enterprise requirements and personal/professional growth.