

Participants

This seminar is for anyone who must play a role in defining or managing computing services: CIOs, auditors, IT department heads, project owners, lead contractors.

Pre-requisites

No particular knowledge.

Next sessions

ITIL®, COBIT, CMMI: Essential Concepts

To cover the issue of governing their IS, companies have decided to adopt and ensure the compatibility of various standards of best practices, COBIT®, CMMi, and ITIL®. This seminar describes the field of application of these standards, their differences, and their complementary features.

OBJECTIVES

Identify how COBIT® can help with IS governance
Identify how ITIL® can help with IS governance
Identify how CMMi® can help with IS governance
Connect the COBIT®, ITIL® and CMMi standards

1) Introduction

2) IS governance under COBIT

3) What ITIL® contributes to information system governance

4) What CMMi contributes to information system governance

5) Study of five points of interface.

6) Complementary standards and practices

7) Conclusion

1) Introduction

- Defining the concept of information system governance.
- Overview of its challenges.
- Why adopt the "process" approach to governance?
- Best practices and process development.

2) IS governance under COBIT

- Information system governance under COBIT.
- The COBIT philosophy.
- COBIT's field of action.
- Diagram of its processes.
- Control requirements

3) What ITIL® contributes to information system governance

- ITIL® v3 and information system management.
- The ITIL® philosophy, its architecture, its concepts.
- ITIL®'s field of action.
- Diagram of its processes.
- Interface with COBIT®.

4) What CMMi contributes to information system governance

- CMMi and project management.
- The CMMi philosophy, its architecture, its concepts.
- CMMi's field of action.
- Diagram of its processes.
- Interface with COBIT® and ITIL®.

5) Study of five points of interface.

- Process harmonization.
- Service Design, SLA vs Requirement Management.
- Urbanization and Enterprise Architecture.
- Configuration Management.
- Service Transition vs Validation, Verification.
- Incident Management, Problem Management.

Workshop

A case study and solutions will be offered in order to harmonize the processes, and consequently the behaviors of those involved in managing information systems.

6) Complementary standards and practices

- Essential complementary standards and practices for information system governance are presented.
- Interface of information system governance standards with COBIT®, CMMi, ITIL®.
- ISO 25000. ISO 27001.

7) Conclusion

- Self-evaluations and identification of an initial action plan.