Overview and Current Trends with ITIL®

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HANDOUT

Worksheet: Embedding Control Objectives in IT Service Management Improvement Plans

COBIT Process: _____

Control Objective	Focus	Related ITIL Process / Activities	Focus Activities for Improvement	Evidence

Tips for completing the Worksheet

- Identify the **COBIT process** you are examining.
- Select the relevant **Control Objective(s)** you will examine.
- Apply **Focus** – there are many areas on which you could focus to meet your goals… on what Activities should you be focusing?
- Identify the **Related ITIL Process / Activities** - Leverage the COBIT-ITIL ® mapping to identify the process(es) / activities that can provide evidence re: your area(s) of focus.
- **Focus Activities for Improvement** - there are lots of areas that could be improved within those process(es)… in your environment, on what Activities should you be focusing your improvement efforts?
- What **Evidence** will show that you are succeeding? Be specific, and ideally use metrics.

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