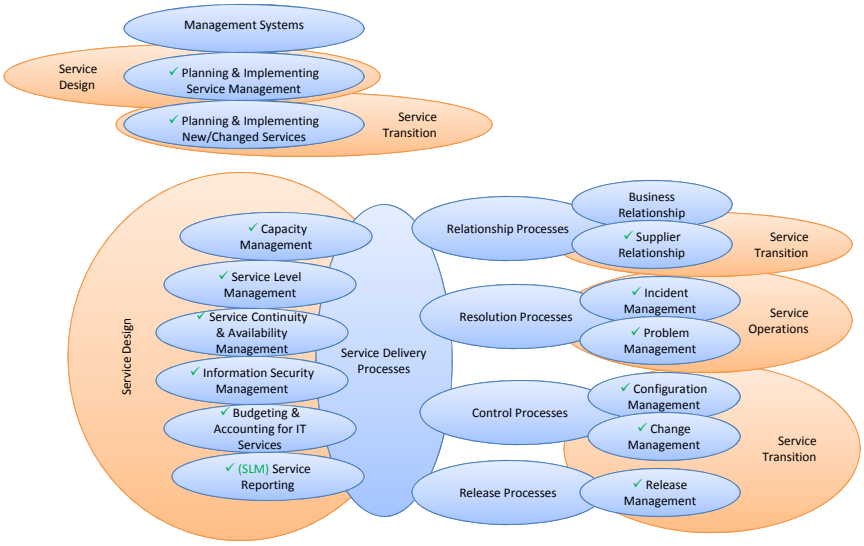
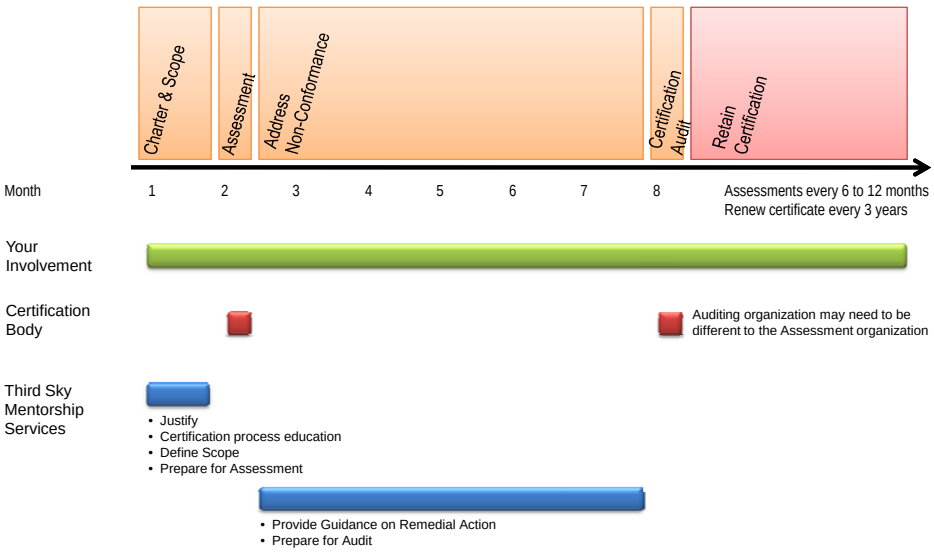
Mapping ISO/IEC 20000 to ITIL v3



Certification Process



Why pursue ISO/IEC 20000 Certification?

When there is a need to….

- Provide assurance to internal customers
- Provide competitive differentiation to external customers
- Provide assurance within your own organization (IT) that you have met a global standard, not just leveraged guidance
- Enable “apples to apples” comparison with peers

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Why not pursue ISO/IEC 20000 Certification?

When you have…

- No need for external differentiation or internal confidence building via a “standard”
- An approach to adopt and adapt ITIL guidance over time (i.e. a roadmap of continual improvement), rather than pursuing an all-or-nothing achievement of a standard
- Budget / resource limitations

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Agenda

- ITIL Version 3
  - Overview of the ITIL® Service Lifecycle
  - How and why organizations are using the Service Lifecycle
  - ITIL & CMMI
- ISO/IEC 20000
  - Difference between ITIL certification and ISO/IEC 20000 certification
  - How and why organizations are choosing to pursue the ISO/IEC 20000 certification
- ITIL and COBIT
  - How and why organizations are leveraging both ITIL and COBIT
  - Examples of an integrated approach to IT Service Management improvements

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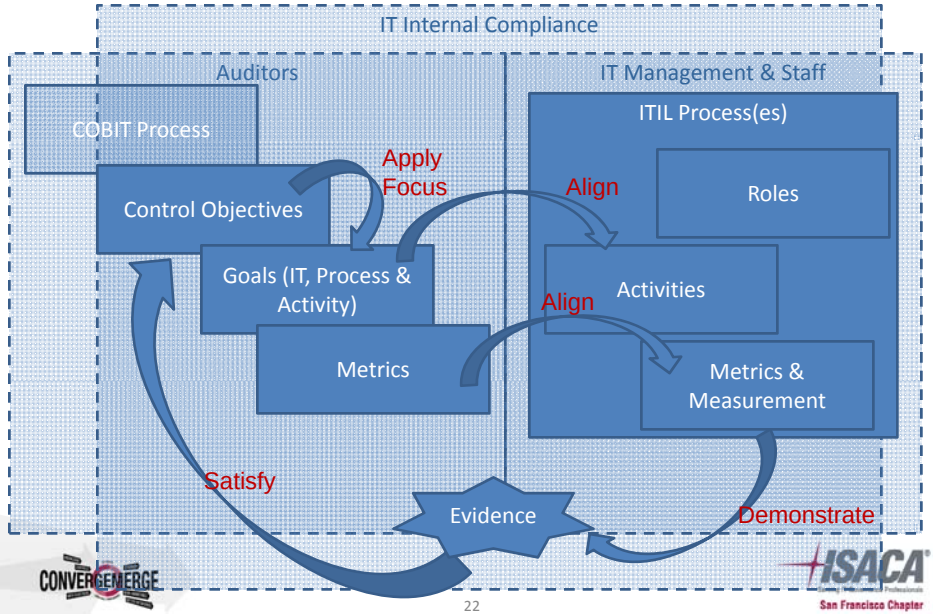
Leveraging ITIL & COBIT



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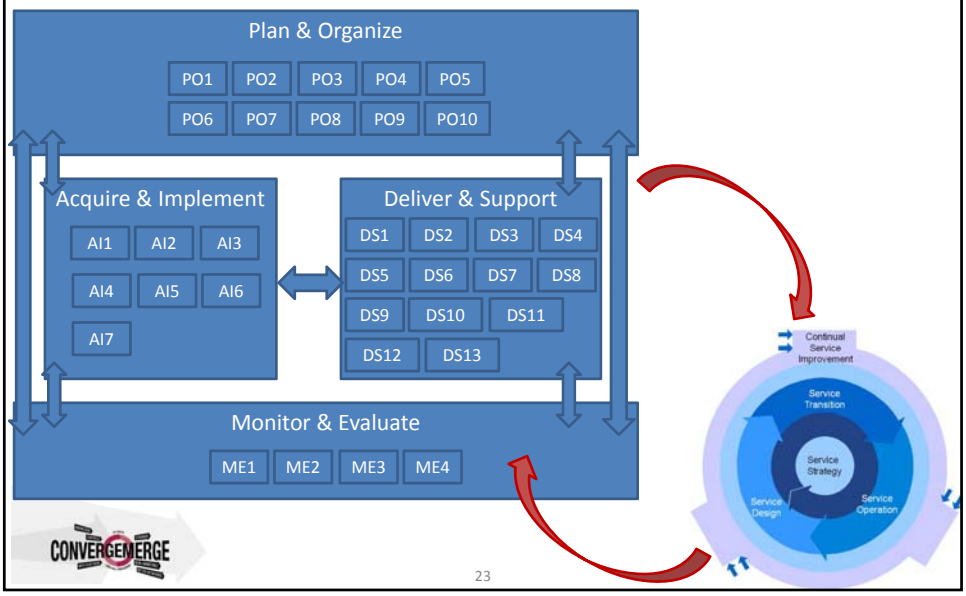
Mapping COBIT to ITIL



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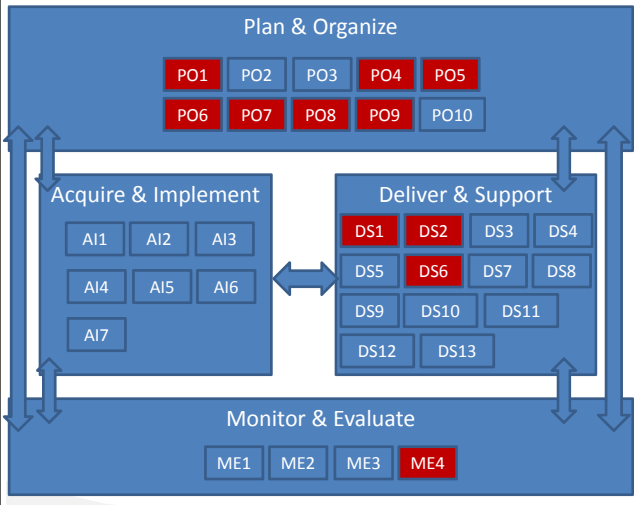
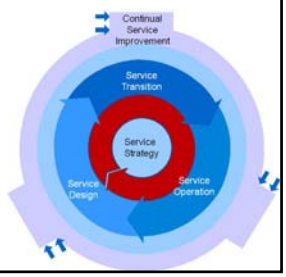
Key Mappings between ITIL & COBIT – Service Strategy



PO1 Define a strategic IT plan.
PO4 Define the IT processes, organization and relationships.
PO5 Manage the IT investment.
PO6 Communicate management aims and direction.
PO7 Manage IT human resources.
PO8 Manage quality.
PO9 Assess and manage IT risks.

DS1 Define and manage service levels.
DS2 Manage third-party services.
DS6 Identify and allocate costs.

ME4 Provide IT governance.



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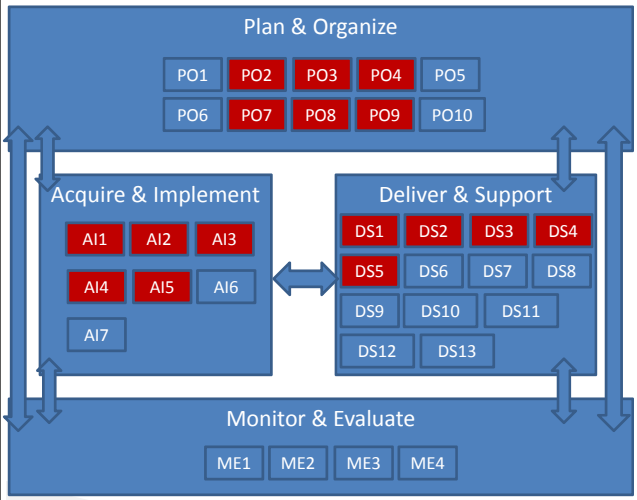
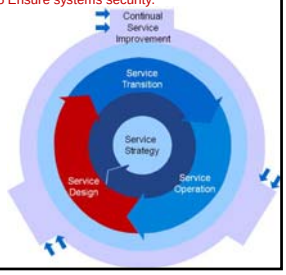
Key Mappings between ITIL & COBIT – Service Design



PO2 Define the information architecture.
PO3 Determine technological direction.
PO4 Define the IT processes, organization and relationships.
PO7 Manage IT human resources.
PO8 Manage quality.
PO9 Assess and manage IT risks.

AI1 Identify automated solutions.
AI2 Acquire and maintain application software.
AI3 Acquire and maintain technology infrastructure.
AI4 Enable operation and use.
AI5 Procure IT resources.

DS1 Define and manage service levels.
DS2 Manage third-party services.
DS3 Manage performance and capacity.
DS4 Ensure continuous service.
DS5 Ensure systems security.



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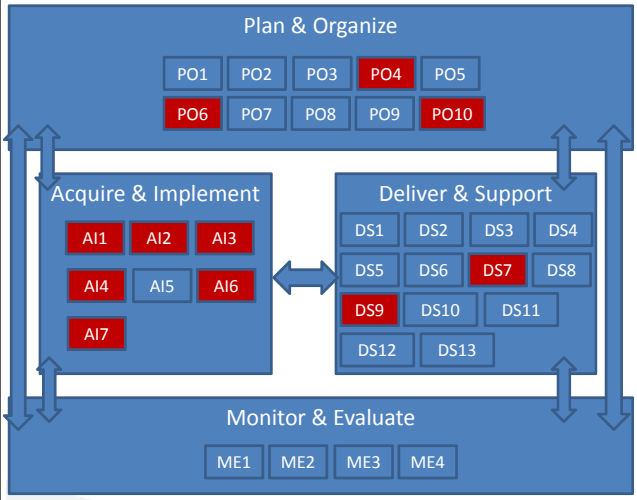
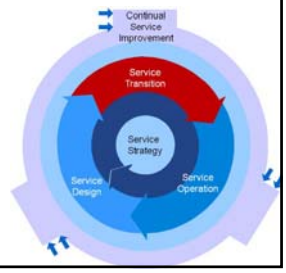
Key Mappings between ITIL & COBIT – Service Transition



PO4 Define the IT processes, organization and relationships.
PO6 Communicate management aims and direction.
PO10 Manage projects.

AI1 Identify automated solutions.
AI2 Acquire and maintain application software.
AI3 Acquire and maintain technology infrastructure.
AI4 Enable operation and use.
AI6 Manage changes.
AI7 Install and accredit solutions and changes.

DS7 Educate and train users.
DS9 Manage the configuration.



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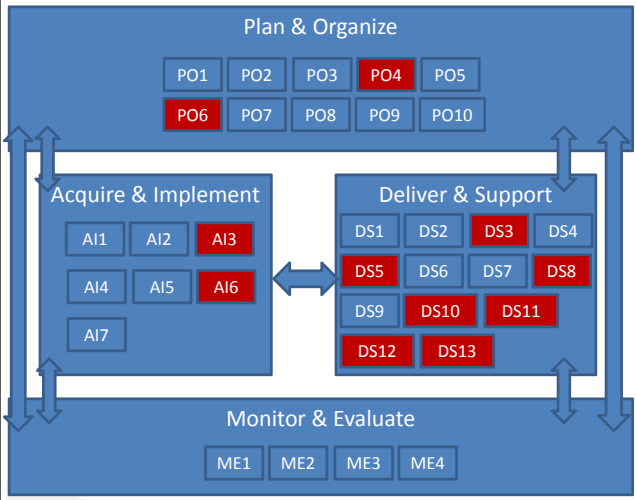
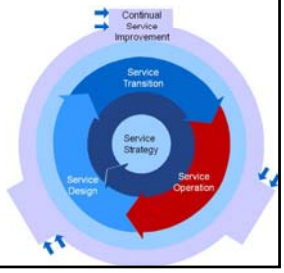
Key Mappings between ITIL & COBIT – Service Operation



PO4 Define the IT processes, organization and relationships.
PO6 Communicate management aims and direction.

AI3 Acquire and maintain technology infrastructure.
AI6 Manage changes.

DS3 Manage performance and capacity.
DS5 Ensure systems security.
DS8 Manage service desk and incidents.
DS10 Manage problems.
DS11 Manage data.
DS12 Manage the physical environment.
DS13 Manage operations.



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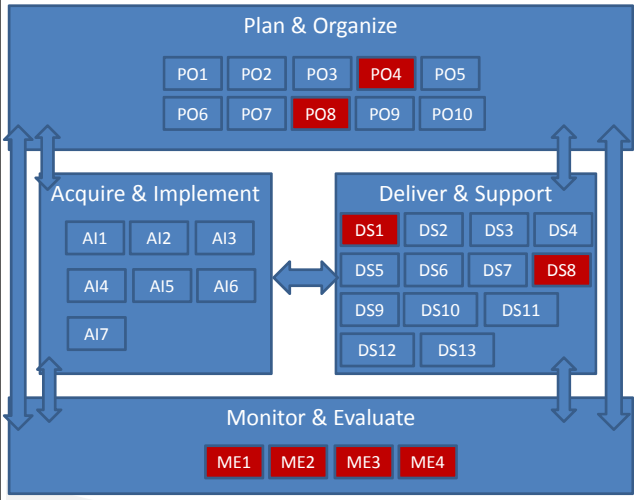
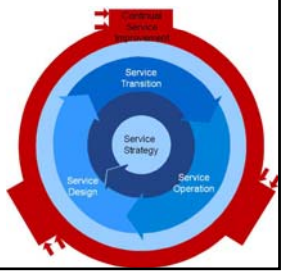
Key Mappings between ITIL & COBIT – Continual Service Improvement



PO4 Define the IT processes, organization and relationships.
PO8 Manage quality.

DS1 Define and manage service levels.
DS8 Manage service desk and incidents.

ME1 Monitor and evaluate IT performance.
ME2 Monitor and evaluate internal control.
ME3 Ensure compliance with external requirements.
ME4 Provide IT governance.



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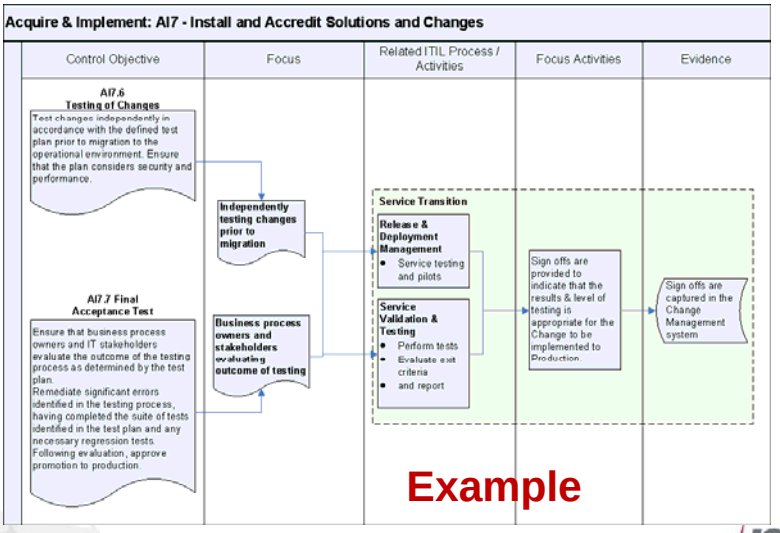
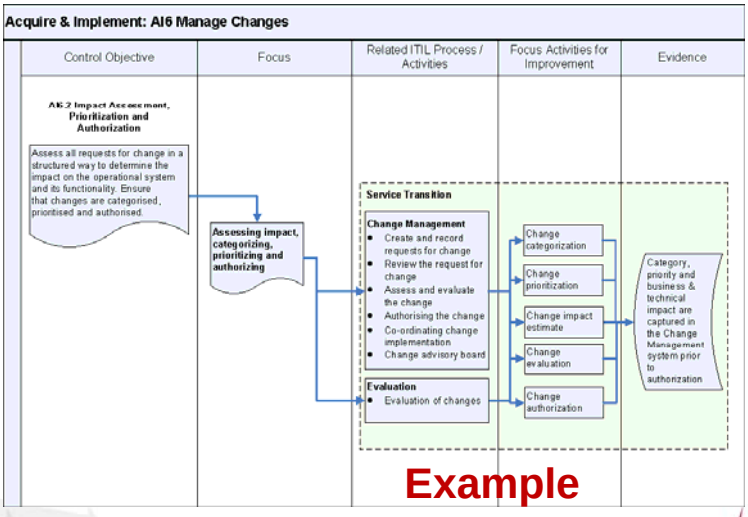
Embedding Control Objectives in IT Service Management Improvement Plans



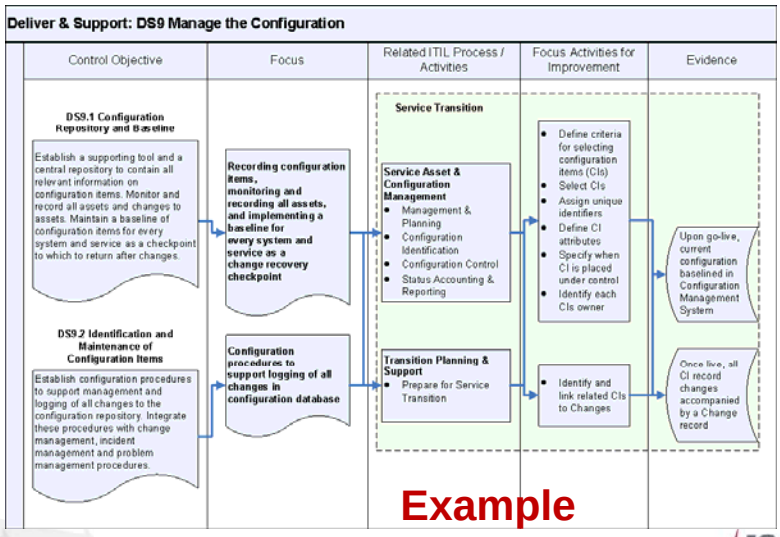
Example

Embedding Control Objectives in IT Service Management Improvement Plans



Example

Embedding Control Objectives in IT Service Management Improvement Plans



Example

Q&A

- Discussion
- Questions?