

Enabling Business Growth using Multi-models Part II

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Focus Frameworks For ITSM

- ❑ This presentation will focus on 3 frameworks ITIL V3, CMMI –SVC 1.3 & COBIT 5.
- ❑ We will take an overview/ essentials of each framework, apply mapping between them, then open discussion & questions

ITIL V3

ITIL V3 Essentials(1)

- ❑ It includes Processes, Functions, Guidelines, Check lists & Implementation tips
- ❑ It is detailed with five core publications describing life cycle phases and processes.
 1. Service Strategy (SS).
 2. Service Design (SD).
 3. Service Transition (ST)
 4. Service Operations (SO)
 5. Continual Service Improvement (CSI).

ITIL V3 Essentials(2)

SS (Service Strategy)

1. Strategy Management.
2. Financial Management.
3. Service Portfolio Management.
4. Demand Management.
5. Business Relation Management.

ITIL V3 Essentials(3)

SD (Service Design)

1. Design Coordination
2. Service Level Management.
3. Service Catalog Management.
4. Availability Management.
5. Capacity Management.
6. Information Security Management.
7. Service Continuity Management.
8. Supplier Management

ITIL V3 Essentials(4)

ST (Service Transition)

1. Change Management.
2. Service Asset & Configuration Management
3. Release & Deployment Management.
4. Knowledge Management.
5. Transition Planning & Support.
6. Service Validation & Testing.
7. Change Evaluation.

ITIL V3 Essentials(5)

SO (Service Operations)

1. Event Management.
2. Incident Management.
3. Request Fulfillment.
4. Problem Management.
5. Access Management

CSI (Continual Service Improvement)

Seven Step Improvement

CMMI-SVC V1.3

CMMI-SVC Overview – (1)

Level	Focus	Process Areas
5 Optimizing	<i>Continuous Process Improvement</i>	Organizational Performance Management Causal Analysis and Resolution
4 Quantitatively Managed	<i>Quantitative Management</i>	Organizational Process Performance Quantitative Work Management
3 Defined	<i>Process Standardization</i>	Service Continuity Capacity and Availability Management Incident Resolution and Prevention Service System Transition Service System Development (addition) Strategic Service Management Integrated Work Management Organizational Process Focus Organizational Process Definition Organizational Training Risk Management Decision Analysis and Resolution
2 Managed	<i>Basic Project Management</i>	Requirements Management Work Planning Work Monitoring and Control Supplier Agreement Management Measurement and Analysis Process and Product Quality Assurance Configuration Management Service Delivery
1 Initial		

Risk
Rework

CMMI-SVC Overview – (2)

Category	Process Areas
Process Management	Organizational Process Focus Organizational Process Definition Organizational Training Organizational Process Performance Organizational Performance Management
Work Management	Work Planning Work Monitoring and Control Service Continuity Supplier Agreement Management Integrated Work Management Risk Management Quantitative Work Management Requirements Management Capacity and Availability Management
Service Establishment and Delivery	Service Delivery Service System Transition Incident Resolution and Prevention Strategic Service Management Service System Development
Support	Configuration Management Process and Product Quality Assurance Measurement and Analysis Causal Analysis and Resolution Decision Analysis and Resolution

CMMI-SVC V1.3 Maturity Levels

Maturity Levels are used in CMMI to describe the evolutionary path for an organization that wants to improve the processes it uses to develop and maintain its products and services.

Maturity Levels are

1. Initial
2. Managed
3. Defined
4. Quantitatively Managed
5. Optimizing

COBIT 5

COBIT 5 Essentials(1)

Domain	Process ID	Process
Evaluate, Direct and Monitor	EDM01	Ensure Governance Framework Setting and Maintenance
Evaluate, Direct and Monitor	EDM02	Ensure Benefits Delivery/Realization
Evaluate, Direct and Monitor	EDM03	Ensure Risk Optimisation
Evaluate, Direct and Monitor	EDM04	Ensure Resource Optimisation
Evaluate, Direct and Monitor	EDM05	Ensure Stakeholder Transparency

COBIT 5 Essentials(2)

Domain	Process ID	Process
Align, Plan and Organize	APO01	Manage the IT Management Framework
Align, Plan and Organize	APO02	Manage Strategy
Align, Plan and Organize	APO03	Manage Enterprise Architecture
Align, Plan and Organize	APO04	Manage Innovation
Align, Plan and Organize	APO05	Manage Portfolio
Align, Plan and Organize	APO06	Manage Budget and Costs
Align, Plan and Organize	APO07	Manage Human Resources

COBIT 5 Essentials(3)

Domain	Process ID	Process
Align, Plan and Organize	APO08	Manage Relationships
Align, Plan and Organize	APO09	Manage Service Agreements
Align, Plan and Organize	APO10	Manage Suppliers
Align, Plan and Organize	APO11	Manage Quality
Align, Plan and Organize	APO12	Manage Risk
Align, Plan and Organize	APO13	Manage Security

COBIT 5 Essentials(4)

Domain	Process ID	Process
Build, Acquire and Implement	BAI01	Manage Programmes and Projects
Build, Acquire and Implement	BAI02	Manage Requirements Definition
Build, Acquire and Implement	BAI03	Manage Solutions Identification and Build
Build, Acquire and Implement	BAI04	Manage Availability and Capacity
Build, Acquire and Implement	BAI05	Manage Organisational Change Enablement

COBIT 5 Essentials(5)

Domain	Process ID	Process
Build, Acquire and Implement	BAI06	Manage Changes
Build, Acquire and Implement	BAI07	Manage Change Acceptance and Transitioning
Build, Acquire and Implement	BAI08	Manage Knowledge
Build, Acquire and Implement	BAI09	Manage Assets
Build, Acquire and Implement	BAI10	Manage Configuration

COBIT 5 Essentials(6)

Domain	Process ID	Process
Deliver, Service and Support	DSS01	Manage Operations
Deliver, Service and Support	DSS02	Manage Service Requests and Incidents
Deliver, Service and Support	DSS03	Manage Problems
Deliver, Service and Support	DSS04	Manage Continuity
Deliver, Service and Support	DSS05	Manage Security Services
Deliver, Service and Support	DSS06	Manage Business Process Controls

COBIT 5 Essentials(7)

Domain	Process ID	Process
Monitor, Evaluate and Assess	MEA01	Monitor, Evaluate and Assess Performance and Conformance
Monitor, Evaluate and Assess	MEA02	Monitor, Evaluate and Assess the System of Internal Control
Monitor, Evaluate and Assess	MEA03	Monitor, Evaluate and Assess Compliance with External Requirements

Mapping

CMMI-SVC 1.3 To ITIL V3 Mapping

Level 2

Work Planning(WP)	SS 4.1 Strategy management for IT services SS 4.3 Financial management for IT services
Work Monitor &Control(WMC)	CSI 4.1 The Seven Step Improvement Process ALL SO Reporting
Service Delivery(SD)	SD 4.3 Service level management SS 4.5 Business relationship management SD (All processes) SO (All processes & Functions)
Supplier Management (SAM)	SD 4.8 Supplier management
Requirements Management(REQM)	SS 4.4 Demand management SS 4.2 Service portfolio management ST 4.4 Release and deployment management SD (All processes) ST 4.2 Change management
Process & Product QA(PPQA)	CSI 4.1 The Seven-step Improvement Process (Check phase-there is internal audit for all processes done as planned)
Measurement & Analysis (MA)	CSI 4.1 The Seven-step Improvement Process (Gathering& Analyzing Process, Service & Technology Measures) and following Gathe
Configuration Management(CM)	ST 4.3 Service asset and configuration management ST 4.7 Knowledge management CSI 4.1 The Seven-step Improvement Process (Check phase-for CM audit & Verification)

CMMI-SVC 1.3 To ITIL V3 Mapping

Level 3

Strategic Service Management(STSM)	<p>SS 4.1 Strategy management for IT services</p> <p>SS 4.2 Service portfolio management</p> <p>SD 4.2 Service catalogue management</p>
Service System Transition(SST)	<p>ST 4.1 Transition planning and support</p> <p>ST 4.4 Release and deployment management</p> <p>ST 4.5 Service validation and testing</p>
Service System Development(SSD)	<p>SS 4.4 Demand management</p> <p>SS 4.2 Service portfolio management</p> <p>SD 4.2 Service catalogue management</p> <p>SD 4.1 Design coordination</p>
Service Continuity(SCON)	<p>SD 4.6 IT service continuity management</p>
Risk Management(RSKM)	<p>SS 4.1 Strategy management for IT services</p> <p>SS 4.5 Business relationship management</p> <p>SD 4.3 Service level management</p> <p>SD 4.3 Service level management</p> <p>SD 4.7 Information security management</p> <p>SD 4.8 Supplier management</p>

CMMI-SVC 1.3 To ITIL V3 Mapping

Level 3	Organization Training(OT)	
	Organization Process Focus(OPF)	CSI 4.1 The Seven-step Improvement Process
	Organization Process Development(OPD)	ST 4.7 Knowledge management
	Integrated Work Management(IWM)	SS 4.5 Business relationship management CSI 4.1 The Seven Step Improvement Process ALL SO Reporting
	Incident Resolution & Prevention(IRP)	SO 4.2 Incident management SO 4.4 Problem management Service Desk Function
	Decision Analysis & Resolution(DAR)	SS 4.3 Financial management for IT services CSI 4.1 The Seven-step Improvement Process
	Capacity & Availability Management(CAM)	SD 4.4 Availability management SD 4.5 Capacity management

CMMI-SVC 1.3 To ITIL V3 Mapping

Level 4	Quantative Work Management(QWM)	CSI 4.1 The Seven Step Improvement Process SO 4.2 Incident management SO 4.4 Problem management
	Organizational Process Performance(OPP)	CSI 4.1 The Seven Step Improvement Process
Level 5	Organizational Performance Management(OPM)	CSI 4.1 The Seven Step Improvement Process
	Causal Analysis and Resolution(CAR)	CSI 4.1 The Seven Step Improvement Process SO 4.2 Incident management SO 4.4 Problem management

CMMI-SVC 1.3 To COBIT5 Mapping

Level 2

Work Planning(WP)	EDM02 (Ensure Benefits Delivery/ Realization) EDM05 (Ensure Stakeholder Transparency) APO06 (Manage Budget and Costs) BAI01 (Manage Programmes and Projects)
Work Monitor &Control(WMC)	EDM02 (Ensure Benefits Delivery/ Realization) EDM05 (Ensure Stakeholder Transparency) APO06 (Manage Budget and Costs) BAI01 (Manage Programmes and Projects)
Service Delivery(SD)	EDM02 (Ensure Benefits Delivery/ Realization) EDM05 (Ensure Stakeholder Transparency) APO09 (Manage Service Agreements) DSS01 (Manage Operations) DSS02 (Manage Service Requests and Incidents)
Supplier Management (SAM)	APO10 (Manage Suppliers)
Requirements Management(REQM)	BAI02 (Manage Requirements Definition)
Process & Product QA(PPQA)	APO11 (Manage Quality) MEA01 (Monitor, Evaluate and Assess Performance and Conformance)
Measurement & Analysis (MA)	MEA01 (Monitor, Evaluate and Assess Performance and Conformance)
Configuration Management(CM)	BAI06 (Manage Changes) BAI08 (Manage Knowledge) BAI09 (Manage Assets) BAI10 (Manage Configuration)

CMMI-SVC 1.3 To COBIT5 Mapping

Level 3	Organization Training(OT)	EDM04 (Ensure Resource Optimization)
	Organization Process Focus(OPF)	
	Organization Process Development(OPD)	
	Integrated Work Management(IWM)	EDM05 (Ensure Stakeholder Transparency) APO01 (Manage the IT Management Framework) APO06 (Manage Budget and Costs) APO08 (Manage Relationships)
	Incident Resolution & Prevention(IRP)	DSS01 (Manage Operations) DSS02 (Manage Service Requests and Incidents) DSS03 (Manage Problems)
	Decision Analysis & Resolution(DAR)	APO01 (Manage the IT Management Framework) APO06 (Manage Budget and Costs)
	Capacity & Availability Management(CAM)	EDM04 (Ensure Resource Optimization) APO07 (Manage Human Resources) BAI04 (Manage Availability and Capacity)

CMMI-SVC 1.3 To COBIT5 Mapping

Level 4	Quantative Work Management(QWM)	APO01 (Manage the IT Management Framework) BAI01 (Manage Programmes and Projects)
	Organizational Process Performance(OPP)	APO04 (Manage Innovation)
Level 5	Organizational Performance Management(OPM)	
	Causal Analysis and Resolution(CAR)	

Conclusion

- ❑ Decide which model you are going to take as an overarching and uses other aspects you need from the other models.
- ❑ Having the ITIL backbone is recommended due to the depth declaration.
- ❑ COBIT 5 governance practices is an added value.
- ❑ CMMI-SVC is providing a robust appraisal methodology & mechanism which will help to shape your targets.
- ❑ The choice of one model or another should be aligned with the needs, strategies and business objectives of the organization



Thank You

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