

# IT Management & Governance

Assess the importance and effectiveness of your core IT processes

SME VERSION

# Outline of IT Management & Governance (ITMG) Diagnostic



The *IT Management & Governance Diagnostic* is a new innovative program offered by Technology Governance Services, powered by the Info~Tech Research Group analytics engine. This is the SME version, for small to mid businesses.

It allows IT executives to better understand their team's perception of the importance and effectiveness of core IT processes, including their role in driving team effectiveness.

It will enable your organisation to build a consensus around which core IT processes are important and yet may be rated as ineffective, thereby rapidly enhancing team alignment.

It is based on the internationally recognised COBIT5® IT Governance Framework, supplemented with additional Info~Tech Research Core IT processes.

This can be then be used to plan the *Future State IT Management & Governance* to drive value within IT and the business. It will place IT Executives in the best position to prioritise IT resources, which is one of the overarching objectives of the COBIT® Framework.

It can be used to demonstrate to stakeholders how IT Services are aligned to a highly regarded international IT Management & Governance Framework, thereby forming a key component of operational and performance management.

**The TGS Guarantee:** You will receive a comprehensive, high value report on the Current State Effectiveness of your core *IT Management & Governance Processes*, based on the input of around 30 minutes from each of your Team Leads.

# Managed by a Highly Qualified IT Governance Professional



**John Halliday, Director Technology Governance Services (TGS) will manage this Diagnostic. He has over thirty years experience in delivering improvements in IT Governance.**

## **Tertiary qualifications:**

- BBus (Acct) from Queensland Institute of Technology
- Graduate Diploma in Information Systems Management
- Currently undertaking a Research Masters at CQUniversity within the area of Continuous Controls Monitoring

## **Certifications include:**

- CISA (Certified Information Systems Auditor)
- CGEIT (Certified in the Governance of Enterprise IT)
- COBIT (Foundation Certified in international IT Governance Framework)
- Certified in Applied Business Architecture
- Certified in the IT4IT Value Management framework
- Certified in Project Gateway Reviews (Qld)

## **Professional associations include:**

- CPA Australia (Fellow)
- Institute of Internal Audit
- ISACA (Information Systems Audit and Control Association)
- Australian Information Security Association

# Your Journey Starts Here.

The following slides will outline the Core IT Processes in the *IT Management & Governance Framework*, including each of the 5 overarching Domains, examples of the Diagnostic Report output provided as part of this process, and answers to questions about how to receive your Diagnostic (in a simple 8 Step Process).

**Understand your current IT Process landscape**

**Determine the most critical IT processes**

**Create Your Process Improvement Roadmap**

**Establish the Info-Tech Support Program**

MANAGE AND IMPROVE

# Core IT Processes

GET STARTED TODAY

## IT Management and Governance Diagnostic

Complete the Diagnostic program to get the data you need to start your process improvement journey. You will get a customized report highlighting your organization's most pressing IT process needs.

- |  |
|--|
| 1. IT Strategy and Governance              |
| 2. Stakeholder Management                  |
| 3. People & Resource Management            |
| 4. Project Management                      |
| 5. Vendor Management                       |
| 6. Service Desk                            |
| 7. Requirements Gathering                  |
| 8. Incident & Problem Management           |
| 9. Asset Management                        |
| 10. Availability & Capacity Management     |
| 11. Change & Release Management            |
| 12. Security Strategy                      |
| 13. Disaster Recovery Planning             |
| 14. Business Continuity Planning           |
| 15. Application Selection & Implementation |
| 16. Data Architecture & Governance         |
| 17. Analytics & Reporting                  |
| 18. Application Portfolio Management       |

The overall success of an IT department will depend on the strength of its underlying core processes. Improving your processes means that you spend less time fighting fires and more time delivering exceptional business value.

This is an overview of the COBIT® 5 IT Processes that will be referenced within the *IT Management & Governance Framework*. The SME version is based on 18 COBIT® processes, as assessed as part of the Info~Tech research, as outlined in the next slide.

Figure 3—COBIT 5 Overview

## Processes for Governance of Enterprise IT

### Evaluate, Direct and Monitor

EDM01 Ensure  
Governance  
Framework Setting  
and Maintenance

EDM02 Ensure  
Benefits Delivery

EDM03 Ensure  
Risk Optimisation

EDM04 Ensure  
Resource  
Optimisation

EDM05 Ensure  
Stakeholder  
Transparency

### Align, Plan and Organise

AP001 Manage  
the IT Management  
Framework

AP002 Manage  
Strategy

AP003 Manage  
Enterprise  
Architecture

AP004 Manage  
Innovation

AP005 Manage  
Portfolio

AP006 Manage  
Budget and Costs

AP007 Manage  
Human Resources

AP008 Manage  
Relationships

AP009 Manage  
Service  
Agreements

AP010 Manage  
Suppliers

AP011 Manage  
Quality

AP012 Manage  
Risk

AP013 Manage  
Security

### Monitor, Evaluate and Assess

MEA01 Monitor,  
Evaluate and Assess  
Performance and  
Conformance

MEA02 Monitor,  
Evaluate and Assess  
the System of Internal  
Control

MEA03 Monitor,  
Evaluate and Assess  
Compliance With  
External Requirements

### Build, Acquire and Implement

BAI01 Manage  
Programmes and  
Projects

BAI02 Manage  
Requirements  
Definition

BAI03 Manage  
Solutions  
Identification  
and Build

BAI04 Manage  
Availability  
and Capacity

BAI05 Manage  
Organisational  
Change  
Enablement

BAI06 Manage  
Changes

BAI07 Manage  
Change  
Acceptance and  
Transitioning

BAI08 Manage  
Knowledge

BAI09 Manage  
Assets

BAI10 Manage  
Configuration

### Deliver, Service and Support

DSS01 Manage  
Operations

DSS02 Manage  
Service Requests  
and Incidents

DSS03 Manage  
Problems

DSS04 Manage  
Continuity

DSS05 Manage  
Security  
Services

DSS06 Manage  
Business  
Process Controls

## Processes for Management of Enterprise IT

COBIT 5 Processes
AP001 Manage the IT Management Framework
AP002 Manage Strategy
AP003 Manage Enterprise Architecture
AP004 Manage Innovation
AP005 Manage Portfolio
AP006 Manage Budget and Costs
AP007 Manage Human Resources
AP008 Manage Relationships
AP009 Manage Service Agreements
AP010 Manage Suppliers
AP011 Manage Quality
AP012 Manage Risk
AP013 Manage Security
BAI01 Manage Programmes and Projects
BAI02 Manage Requirements Definition
BAI03 Manage Solutions Identification and Build
BAI04 Manage Availability and Capacity
BAI05 Manage Organisational Change Enablement
BAI06 Manage Changes
BAI07 Manage Change Acceptance and Transitioning
BAI08 Manage Knowledge
BAI09 Manage Assets
BAI10 Manage Configuration
DSS01 Manage Operations
DSS02 Manage Service Requests and Incidents
DSS03 Manage Problems
DSS04 Manage Continuity
DSS05 Manage Security Services
DSS06 Manage Business Process Controls
EDM01 Ensure Governance Framework Setting and Maintenance
EDM02 Ensure Benefits Delivery
EDM03 Ensure Risk Optimisation
EDM04 Ensure Resource Optimisation
EDM05 Ensure Stakeholder Transparency
MEA01 Monitor, Evaluate and Assess Performance and Conformance
MEA02 Monitor, Evaluate and Assess the System of Internal Control
MEA03 Monitor, Evaluate and Assess Compliance with External Requirements



# IT Management & Governance Diagnostic Program

## IT STRATEGY & GOVERNANCE



EDM01  
APO02

IT Strategy & Governance



APO08  
EDM05

Stakeholder Management



ITRG01

People & Resource Management



BAI01

Project Management



TECHNOLOGY  
GOVERNANCE  
SERVICES

Locking in the value of IT

INFO~TECH  
RESEARCH GROUP

COBIT®  
AN ISACA® FRAMEWORK

## IT OPERATIONS



APO10

Vendor Management



DSS02

Service Desk



BAI02

Requirements Gathering

## INFRASTRUCTURE MANAGEMENT



DSS03

Incident & Problem Management



BAI09

Asset Management



BAI04

Availability & Capacity Management



BAI06  
BAI07

Change & Release Management

## SECURITY & RISK MANAGEMENT



APO13

Security Strategy



DSS04

Disaster Recovery Planning



DSS04

Business Continuity Planning

## APPLICATION MANAGEMENT



BAI03

Application Selection & Implementation



ITRG07

Data Architecture & Governance



ITRG09

Analytics & Reporting



ITRG04

Application Portfolio Management

# **IT Management & Governance Framework**



**IT Strategy and Governance**



**IT Operations**



**Application Management**



**Infrastructure Management**



**Security & Risk Management**





# IT Strategy and Governance

**IT Strategy and Governance:** Align strategic IT plans with business objectives. Clearly communicate the objectives and associated accountabilities. Ensure that IT-related processes are overseen effectively and transparently, and that legal and regulatory compliance requirements are met.

**Stakeholder Management:** Manage the relationship between the business and IT to ensure that the stakeholders are satisfied with the services they need from IT and have visibility into IT processes.

**People & Resource Management:** Provide leadership and set up the structure of IT's people, processes, and technology as well as roles and responsibilities to ensure that they're best meeting the needs of the business.



# IT Operations

**Service Desk:** Provide timely and effective response to user requests and resolution of all types of incidents. Restore normal service; record and fulfil user requests; and record, investigate, diagnose, escalate and resolve incidents.

**Vendor Management:** Manage IT-related services provided by all suppliers, including the selection of suppliers, management of relationships, management of contracts, and reviewing and monitoring of supplier performance.

**Project Management:** Manage all IT programs and projects from the portfolio in alignment with the business strategy. Initiate, plan, control, and execute programs and projects to ensure that the business realizes project benefits while experiencing few delays and cost overruns.

**Requirements Gathering:** Manage the collection of business requirements as they pertain to acquiring or creating IT solutions.



# Application Management

**Application Portfolio Management:** Manage the organization's suite of applications by determining each application's ability to provide value to the business relative to its cost. Identify which applications to retire, grow or replace, repurpose or sustain.

**Application Selection & Implementation:** Manage the selection and implementation of enterprise applications, off-the-shelf software and Software as a Service, to ensure that IT provides the business with the most appropriate applications at an acceptable cost.

**Data Architecture & Governance:** Manage the business' databases, including the technology, the governance processes and the people that manage them. Establish the principles, policies, and guidelines relevant to the effective use of data within the organization.

**Analytics & Reporting:** Develop a set of capabilities, including people, processes and technology, to enable the transformation of raw data into meaningful and useful information for the purpose of business analysis.



# Infrastructure Management

**Incident & Problem Management:** Identify and classify problems and their root causes and provide timely resolution to prevent recurring incidents. Reduce the number of operational problems.

**Availability & Capacity Management:** Balance current and future needs for availability, performance and capacity of IT systems and infrastructure through the forecast of future performance and capacity requirements.

**Change & Release Management:** Successfully implement new or modified IT solutions and services in line with the agreed-on expectations and outcomes. Enable reliable delivery of change to the business and mitigate the risk of negatively impacting the stability of the changed environment.

**Asset Management:** Manage IT assets through their life cycle to make sure that they deliver value at optimal cost, remain operational, are accounted for and physically protected. Ensure that the assets are reliable and available as needed.



# Security & Risk Management

**Security Strategy:** Protect enterprise information as required by the business. Establish and maintain information security roles and access privileges, and perform security monitoring to minimize the business impact of operational information security vulnerabilities and incidents.

**Disaster Recovery Planning:** Establish and maintain a plan to enable IT to respond to incidents and disruptions in order to continue operation of required IT services and assets.

**Business Continuity Planning:** Establish and maintain a plan to enable the business to respond to incidents and disruptions in order to continue operation of business and IT processes.



The following slides provide you with some examples of what is included in the *IT Governance & Management Diagnostic Report*.

For example:

- You will be provided with a view based in the relative IMPORTANCE of each Core IT Process
- Each Team will receive a view of the processes each person considers a priority, thereby leading to rapid understanding of their role
- Top Processes and accountabilities
- Dashboard of Core IT Processes
- with many other aspects included in a very comprehensive report.

Not only will this report rapidly enhance an understanding of the priority and performance of Core IT Processes, it will also clarify who is accountable and responsible for each Core IT Processes.

It can be used as part of the performance management process, to focus Team Leads and all Team members on their priorities, how they align with other Teams, and better understand their accountabilities and responsibilities in the context of business outcomes.



# Example ITMG Diagnostic Report outputs

## Importance Review



No  
Importance  
1.0 - 6.9

Limited  
Importance  
7.0 - 7.9

Significant  
Importance  
8.0 - 8.9

Critical  
Importance  
9.0 - 10.0

These are all of your IT processes ranked based on their perceived importance, from the most important to the least important. Use this data to understand which processes your team believes are crucial to them and to the organization.

Critical Importance	<div> Security Strategy   9.0</div>				
Significant Importance	<div> Disaster Recovery Planning   8.9</div>	<div> Incident &amp; Problem Management   8.6</div>	<div> Business Continuity Planning   8.6</div>	<div> Service Desk   8.5</div>	
	<div> Project Management   8.3</div>				
	<div> Requirements Gathering   8.3</div>				
Limited Importance	<div> Change &amp; Release Management   7.8</div>	<div> Availability &amp; Capacity Management   7.5</div>	<div> Data Architecture &amp; Governance   7.5</div>	<div> Asset Management   7.4</div>	
	<div> Vendor Management   7.3</div>				
	<div> Stakeholder Management   7.2</div>	<div> IT Strategy and Governance   7.1</div>	<div> Application Selection &amp; Implementation   7.1</div>	<div> People &amp; Resource Management   7.0</div>	
No Importance	<div> Analytics &amp; Reporting   5.5</div>	<div> Application Portfolio Management   4.9</div>			

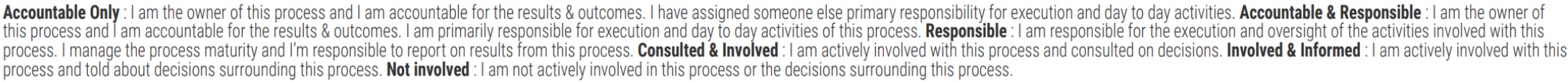


## Top 10 Areas of Disagreement

Red	2.5 - 9	Significant Gap in Alignment
2.9	Analytics & Reporting	
2.8	Application Portfolio Management	
Yellow	1.1 - 2.4	Gap in Alignment
1.7	People & Resource Management	
1.7	IT Strategy and Governance	
1.6	Stakeholder Management	
1.5	Application Selection & Implementation	
1.3	Data Architecture & Governance	
1.3	Incident & Problem Management	
1.3	Change & Release Management	
1.3	Asset Management	
Green	0 - 1	Minimal Gap in Alignment


## Example ITMG Diagnostic Report outputs


## Team Process Involvement




## Accountable & Responsible

Responsible  
Only

 Accountability Conflict






Accountability Conflict &  
Responsibility Conflict

 Responsibility Conflict




Johan Berg	Business Continuity Planning 	Disaster Recovery Planning 	Security Strategy 	Analytics & Reporting 	Application Portfolio Management 	Application Selection & Implementation 	Asset Management 
	Availability & Capacity Management 	Change & Release Management 	Data Architecture & Governance 	IT Strategy and Governance 	Incident & Problem Management 	People & Resource Management 	Project Management 
	Requirements Gathering 	Service Desk 	Stakeholder Management 	Vendor Management 			

# Example ITMG Diagnostic Report outputs

## Top Processes & Accountabilities

<b>AP013</b>  <b>Security Strategy</b>		<b>ITRG09</b>  <b>Analytics &amp; Reporting</b>		<b>BAI02</b>  <b>Requirements Gathering</b>	
<b>Criticality Rankings</b> <b>1</b>	<b>1st</b> Most Important Process (out of 18) Average Importance score <b>9.0</b>  <b>3rd</b> Most Effective Process (out of 18) Average Effectiveness score <b>6.5</b>	<b>Criticality Rankings</b> <b>2</b>	<b>17th</b> Most Important Process (out of 18) Average Importance score <b>5.5</b>  <b>18th</b> Most Effective Process (out of 18) Average Effectiveness score <b>2.1</b>	<b>Criticality Rankings</b> <b>3</b>	<b>6th</b> Most Important Process (out of 18) Average Importance score <b>8.3</b>  <b>10th</b> Most Effective Process (out of 18) Average Effectiveness score <b>5.7</b>
<b>Process Owner(s):</b> <ul style="list-style-type: none"> <li>Frank Smith</li> </ul>		<b>Process Owner(s):</b> <ul style="list-style-type: none"> <li>Raj Patel</li> </ul>		<b>Process Owner(s):</b> <ul style="list-style-type: none"> <li>Cindy Lang</li> <li>Frank Smith</li> <li>Jessica Phillips</li> </ul>	

<b>EDM05 AP008</b>  <b>Stakeholder Management</b>		<b>DSS03</b>  <b>Incident &amp; Problem Management</b>		<b>BAI01</b>  <b>Project Management</b>	
<b>Criticality Rankings</b> <b>4</b>	<b>13th</b> Most Important Process (out of 18) Average Importance score <b>7.2</b>  <b>16th</b> Most Effective Process (out of 18) Average Effectiveness score <b>4.8</b>	<b>Criticality Rankings</b> <b>5</b>	<b>4th</b> Most Important Process (out of 18) Average Importance score <b>8.6</b>  <b>6th</b> Most Effective Process (out of 18) Average Effectiveness score <b>6.2</b>	<b>Criticality Rankings</b> <b>6</b>	<b>7th</b> Most Important Process (out of 18) Average Importance score <b>8.3</b>  <b>7th</b> Most Effective Process (out of 18) Average Effectiveness score <b>6.0</b>
<b>Process Owner(s):</b> <ul style="list-style-type: none"> <li>Frank Smith</li> <li>Jessica Phillips</li> </ul>		<b>Process Owner(s):</b> <ul style="list-style-type: none"> <li>Josh Little</li> <li>Sasha Fedor</li> </ul>		<b>Process Owner(s):</b> <ul style="list-style-type: none"> <li>Cindy Lang</li> <li>Frank Smith</li> </ul>	

## Example ITMG Diagnostic Report outputs

## Process Accountability



This page outlines the current process accountabilities for each IT process. These individuals have indicated that they are accountable for all of the processes that sit next to their names. Pay particular attention to processes who have more than one individual accountable, as well as processes that have nobody held accountable for them. Determine whether the current accountability distribution makes sense, and which processes need more or less attention.

Name	If a person has been identified as accountable for five processes or more, a warning sign will show up. Being accountable for too many processes can result in insufficient attention being paid to each individual process.
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Missing Accountability	Service Desk	Application Portfolio Management	Change & Release Management				
Frank Smith	IT Strategy and Governance	Stakeholder Management	People & Resource Management	Project Management	Requirements Gathering	Security Strategy	Disaster Recovery Planning
	Business Continuity Planning						
Jessica Phillips	Stakeholder Management	Vendor Management	Requirements Gathering	Application Selection & Implementation			
Sasha Fedor	Vendor Management	Incident & Problem Management	Availability & Capacity Management	Asset Management			
Jill Campoli	Application Selection & Implementation	Availability & Capacity Management	Asset Management				
Cindy Lang	Project Management	Requirements Gathering					
Raj Patel	Data Architecture & Governance	Analytics & Reporting					
Josh Little	Incident & Problem Management						
Debra Downie							
Johan Berg							
Patrick Ng							
Sam Prescott							
Tony Smith							

## SE IT Management & Governance Framework

A comprehensive and connected set of research to help you optimize and improve your core IT processes


**INFO~TECH**  
RESEARCH GROUP

### STRATEGY & GOVERNANCE

 **EDM01  
APO02**  
IT Strategy and Governance


 **EDM05  
APO08**  
Stakeholder Management


 **ITRG01**  
People & Resource Management

 **BAI01**  
Project Management


### IT OPERATIONS

 **APO10**  
Vendor Management

 **DSS02**  
Service Desk


 **BAI02**  
Requirements Gathering

### INFRASTRUCTURE MANAGEMENT


 **DSS03**  
Incident & Problem Management


 **BAI09**  
Asset Management


 **BAI04**  
Availability & Capacity Management

 **BAI07**  
Change & Release Management


### SECURITY & RISK MANAGEMENT

 **APO13**  
Security Strategy


 **DSS04**  
Disaster Recovery Planning


 **DSS04**  
Business Continuity Planning

### APPLICATION MANAGEMENT

 **BAI03**  
Application Selection & Implementation

 **ITRG07**  
Data Architecture & Governance

 **ITRG09**  
Analytics & Reporting

 **ITRG04**  
Application Portfolio Management

This diagnostic program was developed using the Info-Tech World Class Operations framework which is made up of IT processes that map to the COBIT standard based on the numbers in the top right corner. This page is a snapshot of the IT process landscape within your IT department. The processes have been colour coded based on your team's importance and effectiveness scores for each IT process. Use this page to help you prioritize your IT process improvement initiatives.

Improve  
Process  
Immediately

High  
Importance  
and Low  
Effectiveness

Evaluate  
Process

Low  
Importance  
and Low  
Effectiveness

Maintain  
Process

Low  
Importance  
and High  
Effectiveness

Leverage  
Process

High  
Importance  
and High  
Effectiveness

**COBIT®**  
AN ISACA® FRAMEWORK

The Value Proposition of the IMG Diagnostic is the evaluation of the current state of your core IT processes and understanding their perceived importance and effectiveness to the business.

The ITMG Diagnostic helps you to:

- Understand IT Service strengths and weaknesses
- Prioritise your key IT processes and build an improvement roadmap
- Establish clear ownership of core IT processes
- Empower your team with a clear plan for process owners.



# GOALS of the ITMG Diagnostic

**The Primary goal in undertaking an *IT Management & Governance Diagnostic* is to enable the IT Manager / CIO to improve effectiveness of Core IT Processes and to demonstrate due diligence in effectively managing the IT Department.**

There are four other goals of the *IT Management & Governance Diagnostic*:

## **Understand Core IT Processes Strengths & Weaknesses**

- Understand your team's perception of each IT Core process' importance and effectiveness.
- Build your framework for managing and improving IT services over the long-term.

## **Prioritise Your Key IT Processes & Build an Improvement Roadmap**

- Uncover the IT Core processes that really matter in building a world-class IT department.
- Align your team behind achieving your vision, communicating the rationale behind your decisions.
- Prioritise quick wins to show your stakeholders that rapid improvement is a priority.

## **Establish Clear Ownership of Core IT Processes**

- Use the ownership exercise to make your next IT leadership meeting exciting and effective.
- Ensure that every IT process has clear ownership and accountability.
- Balance responsibilities so that senior staff are not overloaded, and junior staff are not under-leveraged.

## **Empower Your Team with a Training & Development Plan for ITMG Process Owners**

- Engage your team by communicating how their efforts will contribute to your organisation's big picture.
- Kick-off your team's initiatives by setting clear objectives, timelines, and key success metrics.
- Enhance Team focus and productivity.

# OBJECTIVES of the IT Mgt & Governance (ITMG) Diagnostic

There are 3 objectives to improving IT Management & Governance within your organisation.

- 1) Fast track an understanding of the **IMPORTANCE of each ITMG process** to your organisation's ability to achieve business and IT goals? **Scale:** 1- No importance to 10 – Critical importance
- 2) Fast track an understanding of the **EFFECTIVENESS of each ITMG process** in helping your organisation to achieve business and IT goals? **Scale:** Not in place, 1- Not effective to 10 – Very effective
- 3) Gain rapid **INSIGHT into each role** involved in the processes. **Options:** Accountable Only, Accountable & Responsible, Responsible Only, Involved: Consulted, Involved: Informed, Not Involved  
(These are explained in the next slide)

# Explanation of the Roles - RACI

**Each Team Lead will be asked to define their roles based on the RACI model (Responsible, Accountable, Consulted, Informed), as listed below:**

## **Accountable Only**

This is the owner of this process who is accountable for the results & outcomes who has assigned someone else the responsibility for execution and day to day activities.

## **Accountable and Responsible**

This is the owner of this process who is accountable for the results & outcomes AND is primarily responsible for execution and day to day activities.

## **Responsible**

This is the position responsible for the execution and oversight of the activities involved in this process. They manage the process maturity and is responsible to report on results from the process.

## **Involved: Consulted**

This is the position that needs to be actively involved with this process and consulted on key decisions.

## **Involved: Informed**

This is the position that is actively involved with this process and mainly needs to be told about decisions surrounding the process.

## **Not Involved**

This is where the position is not actively involved in this process or the decisions surrounding the process.

## 8 Step Process to the ITMG Diagnostic

**Step 1:** Organise a 30 minute call with John Halliday, Director Technology Governance Services.

Simply Click on this Calendly link to book a →



John Halliday

[calendly.com/technologygovernance](https://calendly.com/technologygovernance)

30 minute Zoom meeting, which will be scheduled in each of our diaries.

**Step 2:** At this call, I will outline the simplicity of the process, which in essence requires around 30 minutes of each Team Lead's time to complete the ITMG Diagnostic.

**Step 3:** If you are comfortable to proceed, within the next 3 working days you will receive an email with a link to the ITMG Diagnostic, to share with your Team Leads.

**Step 4:** Each Team Lead will then complete the ITMG Diagnostic.

**Step 5:** When they have completed the ITMG Diagnostic, a detailed ITMG Report will be compiled (refer to example outputs in earlier slides).

**Step 6:** I will then share this very comprehensive ITMG Diagnostic Report with you.

**Step 7:** We can organise a time to debrief on the ITMG Diagnostic Report, if you wish e.g. set goals for planned ITMG Future State. We have resources available to fast track improvements in all processes. (An example is provided on the next slide).

**Step 8:** A follow up ITMG Diagnostic can be scheduled (if you wish) to produce a fresh ITMG Diagnostic report, to measure if the planned future state of IT Management and Governance processes achieves your goals.

# Blueprints and Tools to fast-track improvement in all ITMG processes - Optional, after receiving ITMG Diagnostic Report

## APO02 IT Strategy

### Rapidly Develop a Visual IT Strategy

This blueprint is designed to create the roadmap that moves IT from the current state to target state

Reaching the target state is the ultimate goal of an organization, accomplished via the completion of initiatives. By uncovering the current state and the ideal target state, a roadmap can be created to chart initiatives and achieve the organization's goals.



01-Rapidly-Develop-a-Visual-IT-Strategy--Executive-Brief

02-Rapidly-Develop-a-Visual-IT-Strategy--Phases-1-3

03-IT-Strategy-Template

04-Rapidly-Develop-a-Visual-IT-Strategy--Phase-1-Identify-the-Target-State

05-IT-Implications-Checklist

06-IT-Vision-Mission-and-Guiding-Principles-Guide

07-Rapidly-Develop-a-Visual-IT-Strategy--Phase-2-Assess-the-Current-State

08-IT-Strategy-Current-and-Target-State-Template

09-Strategy-Alignment-Map-Template

10-Rapidly-Develop-a-Visual-IT-Strategy--Phase-3-Bridge-the-Gap

11-Prioritisation-Matrix-Template

The above is an example (COBIT® Process AP002 IT Strategy) of optional assistance that can be provided to your team to fast track improvement in core IT processes, after receiving the *IT Management & Governance Diagnostic Report*

Resources include both Blueprints from being an Info~Tech Research Group partner as well as from within the COBIT® Framework.

To understand how to improve your core *IT Management & Governance* processes, book a 30 minute Zoom call with me here →



John Halliday

[calendly.com/technologygovernance](https://calendly.com/technologygovernance)

**JOHN HALLIDAY**

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*Locking in the value of IT*

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