

Cobit 5.0 (control Objectives for Information and related technology)

## ITIL Process Map

based on ITILv3 2011

### Service Strategy

- SS 1.1 Strategy Management for IT Services
- SS 1.2 Service Portfolio Management
- SS 1.3 Financial Management for IT Services
- SS 1.4 Demand Management
- SS 1.5 Business Relationship Management

### Service Design

- SD 2.1 Design Coordination
- SD 2.2 Service Catalogue Management
- SD 2.3 Service Level Management
- SD 2.4 Risk Management
- SD 2.5 Capacity Management
- SD 2.6 Availability Management
- SD 2.7 IT Service Continuity Management
- SD 2.8 Information Security Management
- SD 2.9 Compliance Management
- SD 2.10 Architecture Management
- SD 2.11 Supplier Management

### Continual Service Improvement

- CSI 5.1 Service Review
- CSI 5.2 Process Evaluation
- CSI 5.3 Definition of CSI Initiatives
- CSI 5.4 Monitoring of CSI Initiatives

### Service Operation

- SO 4.1 Event Management
- SO 4.2 Incident Management
- SO 4.3 Request Fulfilment
- SO 4.4 Access Management
- SO 4.5 Problem Management
- SO 4.6 IT Operations Control
- SO 4.7 Facilities Management
- SO 4.8 Application Management
- SO 4.9 Technical Management

### Service Transition

- ST 3.1 Change Management
- ST 3.2 Change Evaluation
- ST 3.3 Project Management
- ST 3.4 Application Development
- ST 3.5 Release & Deployment Management
- ST 3.6 Service Validation & Testing
- SD 3.7 Service Asset & Configuration Management
- ST 3.8 Knowledge Management

DaMa  
Datamanagement guideline

Togaf  
Architecture Framework

e-CF  
Competence framework

ISO 20000-1  
(Standard of Service Management)

ISO 19770  
(Standard for Software Asset Management)

ISO 27001  
(Standard for Information Security Management)

ISO 9001  
(Standard of Quality Management)