



# ITIL® Edition 2011 - COBIT® 5 Mapping

ITIL® Edition 2011 - COBIT® 5 Mapping		Service Strategy		Service Design				Service Transition			Service Operation			CSI														
		Strategy management for IT services	Service portfolio management	Financial management for IT services	Demand management	Business relationship management	Design coordination	Service catalogue management	Service Level Mgmt	Availability management	Capacity management	IT service continuity management	Information security management	Supplier management	Transition planning and support	Change management	Service asset and configuration management	Release and deployment management	Service validation and testing	Change evaluation	Knowledge management	Event management	Incident management	Request fulfillment	Problem management	Access management	Service Reporting	The seven-step improvement process
<b>EDM Evaluate, Direct and Monitor</b>																												
EDM01	Ensure Governance Framework Setting and Maintenance		x																									
EDM02	Ensure Benefits Delivery																											
EDM03	Ensure Risk Optimisation																											
EDM04	Ensure Resource Optimisation																											
EDM05	Ensure Stakeholder Transparency																											
<b>APO Align, Plan and Organise</b>																												
APO01	Manage the IT Management Framework																										x	
APO02	Manage Strategy	x																										
APO03	Manage Enterprise Architecture																											
APO04	Manage Innovation																											
APO05	Manage Portfolio		x																									
APO06	Manage Budget and Costs			x																								
APO07	Manage Human Resources																											
APO08	Manage Relationships																											
APO09	Manage Service Agreements		x																									
APO10	Manage Suppliers																											
APO11	Manage Quality																											
APO12	Manage Risk																										x	
APO13	Manage Security																											
<b>BAI Build, Acquire and Implement</b>																												
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																											
<b>DSS Deliver, Service and Support</b>																												
DSS01	Manage Operations																											
DSS02	Manage Service Requests and Incidents																											
DSS03	Manage Problems																											
DSS04	Manage Continuity																											
DSS05	Manage Security Services																											
DSS06	Manage Business Process Controls																											
<b>MEA Monitor, Evaluate and Assess</b>																												
MEA01	Monitor, Evaluate and Assess Performance and Conformance																										x	
MEA02	Monitor, Evaluate and Assess the System of Internal Control																										x	
MEA03	Monitor, Evaluate and Assess Compliance with External Requirements																										x	

ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Cabinet Office, and is Registered in the U.S. Patent and Trademark Office, and is used hereby GLENFIS AG under licence from and with the permission of OC.

COBIT® is a trademark of ISACA registered in the U.S. and other countries. COBIT 5 is an ISACA publication (www.isaca.org) and portions of COBIT 5 appear in this document with permission from ISACA