



**COBIT 5 Foundation Exam Revision on a page!**

| Governance of Enterprise IT (GEIT)   |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|--|----------------------------|---------------------------------------|-------------------------|--|------------------------|----------------------|------------------------------------|---|--|---|-----------|-------|---------------------|---|---------|-------|------------------------|--|--|-------|-------------------------|---|-------------|-------|--------------------|--|--|-------|--------------------|---|-------------|-------|---------------------|--|--|-------|-----------------|---|------------|-------|--------------------|--|--|-------|----------------------|--|--|
| Enterprise = organisation = commercial (corporate) OR public sector OR not for profit  |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>Governance Objective: Value Creation from Benefits Realisation + Risk Optimisation+ Resource Optimisation</b>   |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>Governance Scope</b> = where governance applies: usually the enterprise, but can be just some assets  |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>GOALS CASCADE:</b> Stakeholder Needs → Enterprise Goals → IT-related Goals → Enabler Goals  |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>5 Principles of COBIT 5</b><br>1. Meeting <b>stakeholder</b> needs<br>2. Covering the Enterprise end-to-end<br>3. Single integrated Framework<br>4. Holistic approach of 7 enterprise Enablers<br>5. Separating governance from management<br><br><i>Memory aid: "Stakeholder FEES"</i>   |                            |                                       |                         |  |                        |                      |                                    | <b>7 Enablers of COBIT 5</b> (i.e. Governance Enablers)<br>1. Principles, policies and frameworks<br>2. Processes<br>3. Organisational structures<br>4. Culture, ethics and behaviours<br>5. Information<br>6. Service infrastructure and applications<br>7. People skills and competencies<br><br><b>ENABLERS</b><br><br><i>Memory aid: POP PICS</i> |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| Generic Governance Enablers  |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>Enabler Dimensions</b><br><b>Stakeholders</b><br>Internal & External<br><b>Goals</b> = expected outcome of enabler<br>Intrinsic Quality (work well & provide results)<br>Contextual Quality (Relevance, effectiveness)<br>Accessibility & Security (of enablers + outcomes)<br><b>Life Cycle</b><br>Plan, Design,<br>Build/Acquire/Create/Implement<br>Use/Operate<br>Evaluate/Monitor<br>Update/Dispose<br><b>Good Practices</b><br>Practices<br>Work Products (Inputs & Outputs)  |                            |                                       |                         | <b>Enabler Performance Management</b><br>Questions to be answered:<br>Outcomes ( <b>Lag</b> indicators)<br><b>Are stakeholders' needs addressed?</b><br><b>Are enabler goals achieved?</b><br>Functioning of enabler itself ( <b>Lead</b> indicator)<br><b>Is the enabler lifecycle managed?</b><br><b>Are good practices applied?</b>   |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  |                            |                                       |                         | <b>Information Enabler (Enabler 5)</b>   |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  |                            |                                       |                         | <b>Intrinsic quality:</b><br>Accuracy, Objectivity, Believability, Reputation<br><b>Information layers</b><br><b>Physical world</b> (carrier/media), <b>Empiric</b> (User interface)<br><b>Syntactic</b> (code/language), <b>Semantic</b> (meaning)<br><b>Pragmatic</b> (use)<br><b>Social world</b> (e.g. contracts, law, culture)  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| COBIT 5 Processes  |                            |                                       |                         | COBIT 5 Process Capability Assessment Model (PAM)  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>5 Domains = 37 processes</b><br><br><b>Governance</b><br>Evaluate, Direct & Monitor (EDM)<br><br><b>Management</b><br>Align, Plan & Organise (APO) – strategic<br>Build, Acquire & Implement (BAI) – tactical<br>Deliver, Service & Support (DSS) - operational<br>Monitor, Evaluate & Assess (MEA)<br><br>EDM(5) APO(13) BAI(10) DSS(6)<br>MEA(3)<br><br><i>Memory aid:</i><br><i>Management domains are in alphabetic order.</i><br><i>E is 5<sup>th</sup> letter in alphabet and EDM has 5 processes.</i><br><i>In alphabetic order, Management processes get less by 3 or 4</i> |                            |                                       |                         | <table border="1"> <tr> <td>0</td> <td>Incomplete</td> <td colspan="2"> <b>Performance Attribute (PA)</b><br/> </td> </tr> <tr> <td>1</td> <td>Performed</td> <td>PA1.1</td> <td>Process Performance</td> </tr> <tr> <td>2</td> <td>Managed</td> <td>PA2.1</td> <td>Performance Management</td> </tr> <tr> <td></td> <td></td> <td>PA2.2</td> <td>Work Product Management</td> </tr> <tr> <td>3</td> <td>Established</td> <td>PA3.1</td> <td>Process Definition</td> </tr> <tr> <td></td> <td></td> <td>PA3.2</td> <td>Process Deployment</td> </tr> <tr> <td>4</td> <td>Predictable</td> <td>PA4.1</td> <td>Process Measurement</td> </tr> <tr> <td></td> <td></td> <td>PA4.2</td> <td>Process Control</td> </tr> <tr> <td>5</td> <td>Optimising</td> <td>PA5.1</td> <td>Process Innovation</td> </tr> <tr> <td></td> <td></td> <td>PA5.2</td> <td>Process Optimisation</td> </tr> </table> |                        | 0                    | Incomplete                         | <b>Performance Attribute (PA)</b><br>   |  | 1 | Performed | PA1.1 | Process Performance | 2 | Managed | PA2.1 | Performance Management |  |  | PA2.2 | Work Product Management | 3 | Established | PA3.1 | Process Definition |  |  | PA3.2 | Process Deployment | 4 | Predictable | PA4.1 | Process Measurement |  |  | PA4.2 | Process Control | 5 | Optimising | PA5.1 | Process Innovation |  |  | PA5.2 | Process Optimisation |  |  |
| 0  | Incomplete                 | <b>Performance Attribute (PA)</b><br> |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| 1  | Performed                  | PA1.1                                 | Process Performance     |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| 2  | Managed                    | PA2.1                                 | Performance Management  |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  |                            | PA2.2                                 | Work Product Management |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| 3  | Established                | PA3.1                                 | Process Definition      |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  |                            | PA3.2                                 | Process Deployment      |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| 4  | Predictable                | PA4.1                                 | Process Measurement     |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  |                            | PA4.2                                 | Process Control         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| 5  | Optimising                 | PA5.1                                 | Process Innovation      |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  |                            | PA5.2                                 | Process Optimisation    |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| COBIT 5 Implementation Lifecycle   |                            |                                       |                         |  |                        |                      |                                    |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| Phase  | 1                          | 2                                     | 3                       | 4  | 5                      | 6                    | 7                                  |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
|  | What are the drivers?      | Where are we now?                     | Where do we want to be? | What needs to be done?   | How do we get there?   | Did we get there?    | How do we keep the momentum going? |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>Programme Management</b>  | Initiate program           | Define problems & opportunities       | Define road map         | Plan programme   | Execute plan           | Realise benefits     | Review Effectiveness               |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>Change Enablement</b>   | Establish desire to change | Form implementation team              | Communicate outcome     | Identify role players  | Operate and use        | Embed new approaches | Sustain                            |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |
| <b>Continual Improvement Lifecycle</b>   | Recognise need to act      | Assess current state                  | Define target state     | Build improvements   | Implement improvements | Operate improvements | Monitor and evaluate               |   |  |   |           |       |                     |   |         |       |                        |  |  |       |                         |   |             |       |                    |  |  |       |                    |   |             |       |                     |  |  |       |                 |   |            |       |                    |  |  |       |                      |  |  |