

ITIL4[®] - COBIT[®] 2019 Mapping



	General Management														Management Practices										Service Management		Technical											
	Architecture management	Continual improvement	Information security management	Knowledge management	Measurement and reporting	Organizational change management	Portfolio management	Project management	Relationship management	Risk management	Service financial management	Strategy management	Supplier management	Workforce and talent management	Availability management	Business analysis	Capacity and performance management	Change control	Incident management	IT asset management	Monitoring and event management	Problem management	Release management	Service catalogue management	Service configuration management	Service continuity management	Service design	Service desk	Service level management	Service request management	Service validation and testing	Deployment management	Infrastructure and platform management	Software development and management				
EDM - Evaluate, Direct Monitor																																						
EDM01—Ensured Governance Framework Setting & Maintenance																																						
EDM02—Ensured Benefits Delivery																																						
EDM03—Ensured Risk Optimization																																						
EDM04—Ensured Resource Optimization																																						
EDM05—Ensured Stakeholder Engagement																																						
APO - Align, Plan & Organize																																						
AP001—Managed I&T Management Framework																																						
AP002—Managed Strategy																																						
AP003—Managed Enterprise Architecture																																						
AP004—Managed Innovation																																						
AP005—Managed Portfolio																																						
AP006—Managed Budget & Costs																																						
AP007—Managed Human Resources																																						
AP008—Managed Relationships																																						
AP009—Managed Service Agreements																																						
AP010—Managed Vendors																																						
AP011—Managed Quality																																						
AP012—Managed Risk																																						
AP013—Managed Security																																						
AP014—Managed Data																																						
BAI - Build, Acquire and Implement																																						
BAI01—Managed Programs																																						
BAI02—Managed Requirements Definition																																						
BAI03—Managed Solutions Identification & Build																																						
BAI04—Managed Availability & Capacity																																						
BAI05—Managed Organizational Change																																						
BAI06—Managed IT Changes																																						
BAI07—Managed IT Change Acceptance and Transitioning																																						
BAI08—Managed Knowledge																																						
BAI09—Managed Assets																																						
BAI10—Managed Configuration																																						
BAI11—Managed Projects																																						
DSS - Deliver, Service & Support																																						
DSS01—Managed Operations																																						
DSS02—Managed Service Requests & Incidents																																						
DSS03—Managed Problems																																						
DSS04—Managed Continuity																																						
DSS05—Managed Security Services																																						
DSS06—Managed Business Process Controls																																						
MEA - Monitor, Evaluate & Assess																																						
MEA01—Managed Performance and Conformance Monitoring																																						
MEA02—Managed System of Internal Control																																						
MEA03—Managed Compliance with External Requirements																																						
MEA04—Managed Assurance																																						

Well covered, 60% and above
 Partially covered, less than 60%

ITIL[®] is a Registered Trade Mark, and a Registered Community Trade Mark of Axelos, and is Registered in the U.S. Patent and Trademark Office, and is used hereby GLENFIS AG under licence from and 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