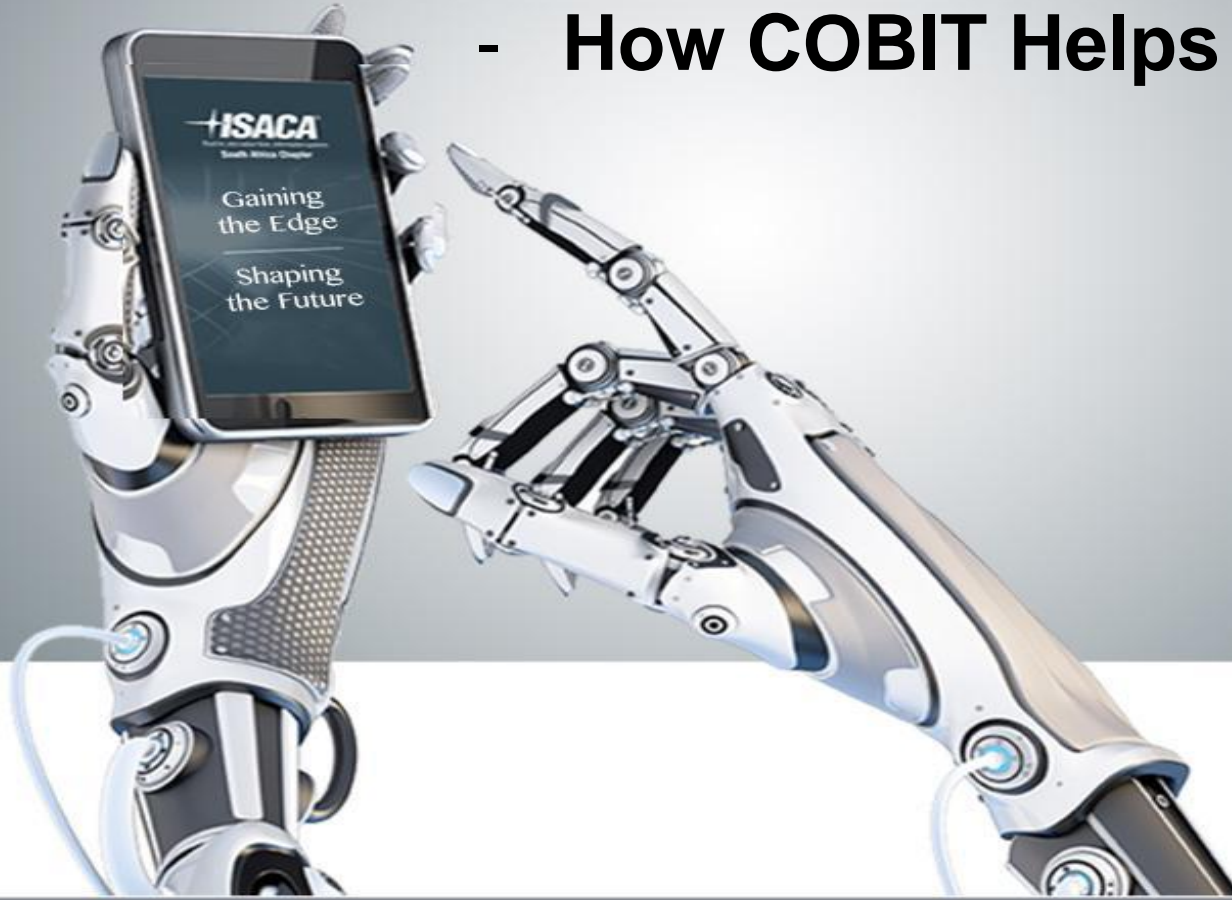


Top 10 IT Management Mistakes - How COBIT Helps Prevent

Gary Hardy
ITWinners



A photograph of a brown suede shoe with white laces and a white sole, positioned as if about to step on a banana peel. The banana peel is yellow with brown spots and is broken into several pieces on a light-colored wooden floor. The entire image has a dark, semi-transparent overlay.

2016 IT Management Mistakes Global Survey

by APMG, ITPreneurs and ITWinners

Preliminary Results

10

Assuming governance of IT is only related to risk and compliance

“Governance means providing value to stakeholders”.



Assuming governance of IT is only related to risk and compliance

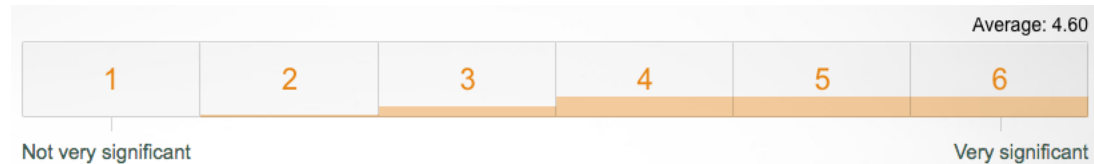


How COBIT5 Helps



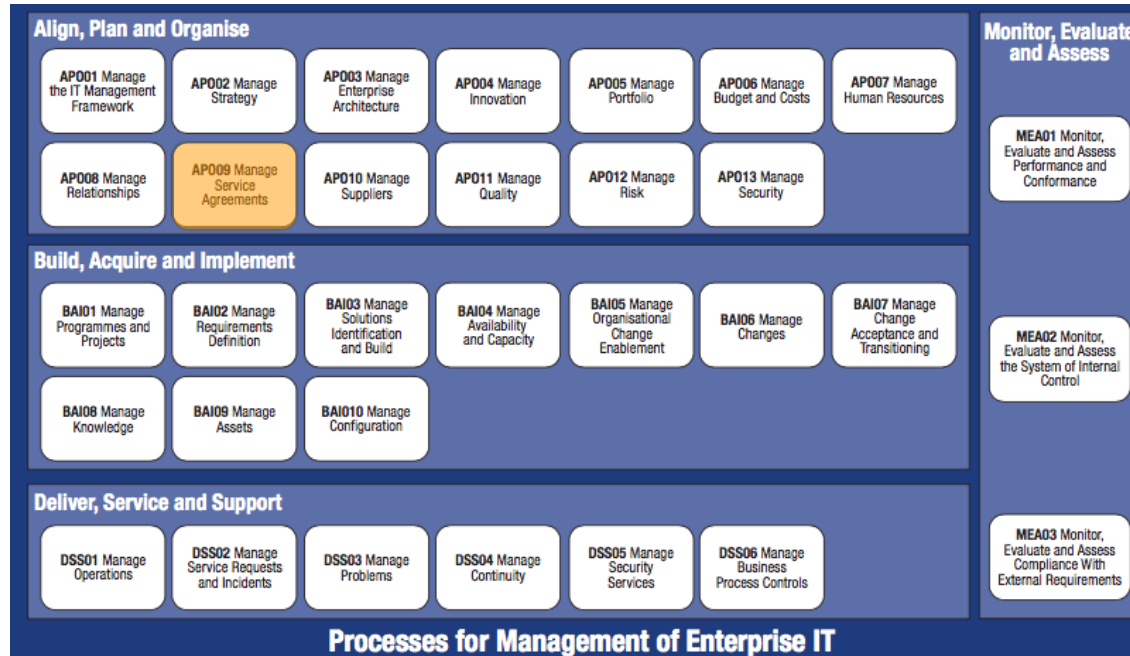
Defining SLAs in technical delivery terms

“...rather than defining it in customer outcome terms.”



COBIT - APO09

Manage Service Agreements

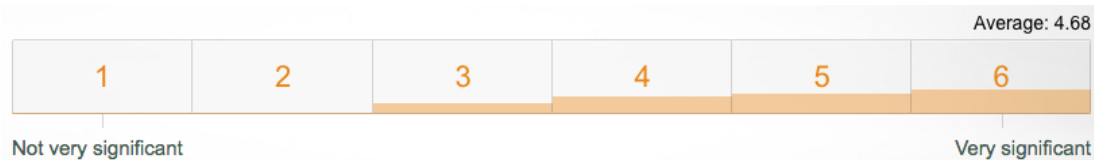


How COBIT5 Helps



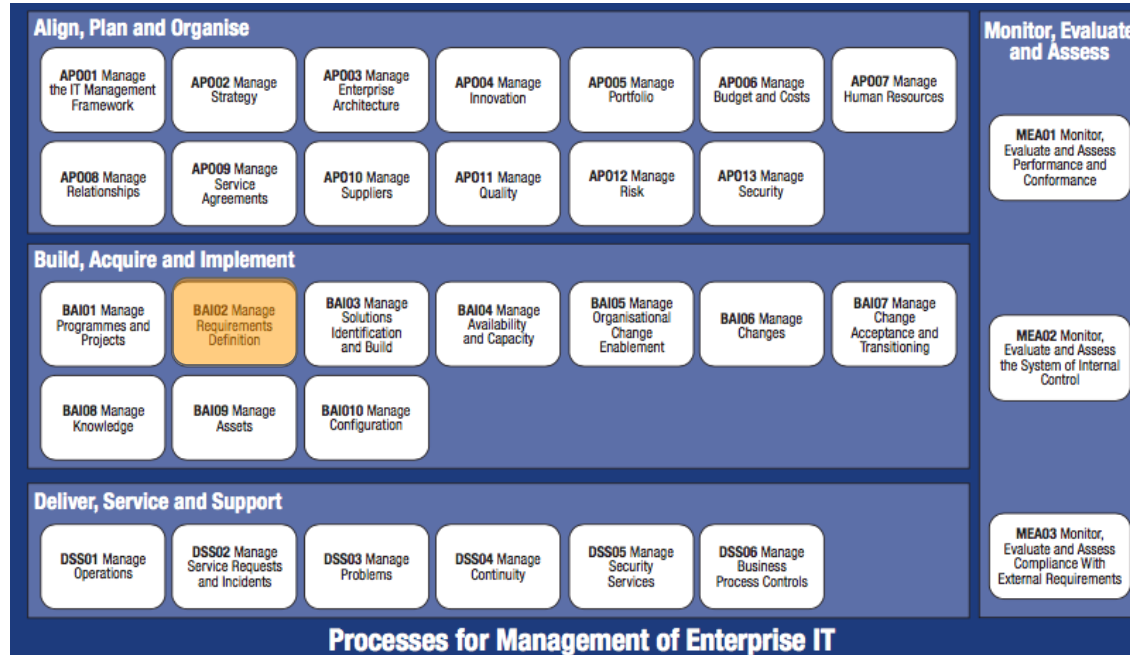
Defining requirements as a solution description

“...rather than a desired business outcome.”



COBIT - BAI02

Manage Requirements Definition



How COBIT5 Helps



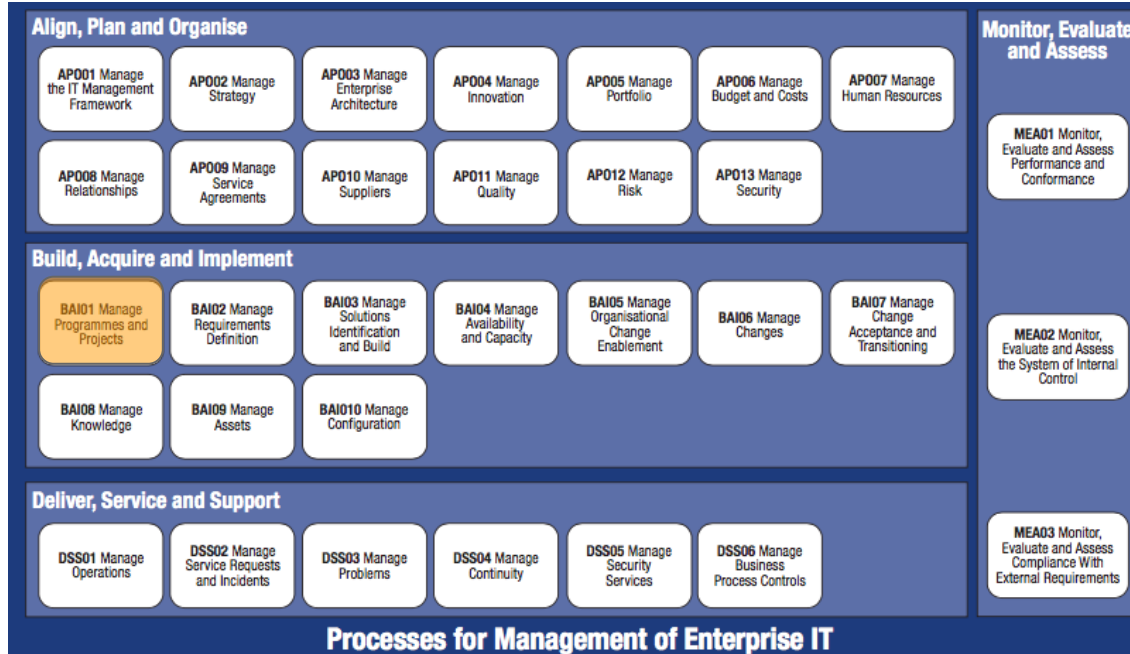
Defining business changes as “IT Projects” after the IT solution

“Leads to building and modifying applications and not changing business process.”



COBIT - BAI01

Manage Programmes and Projects

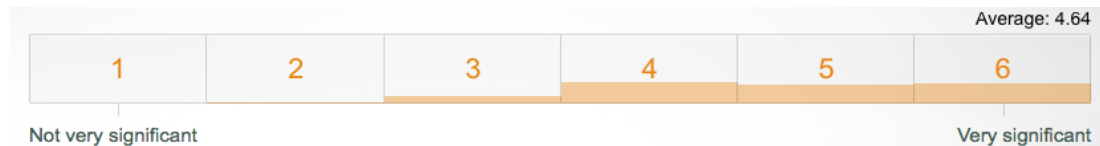


How COBIT5 Helps



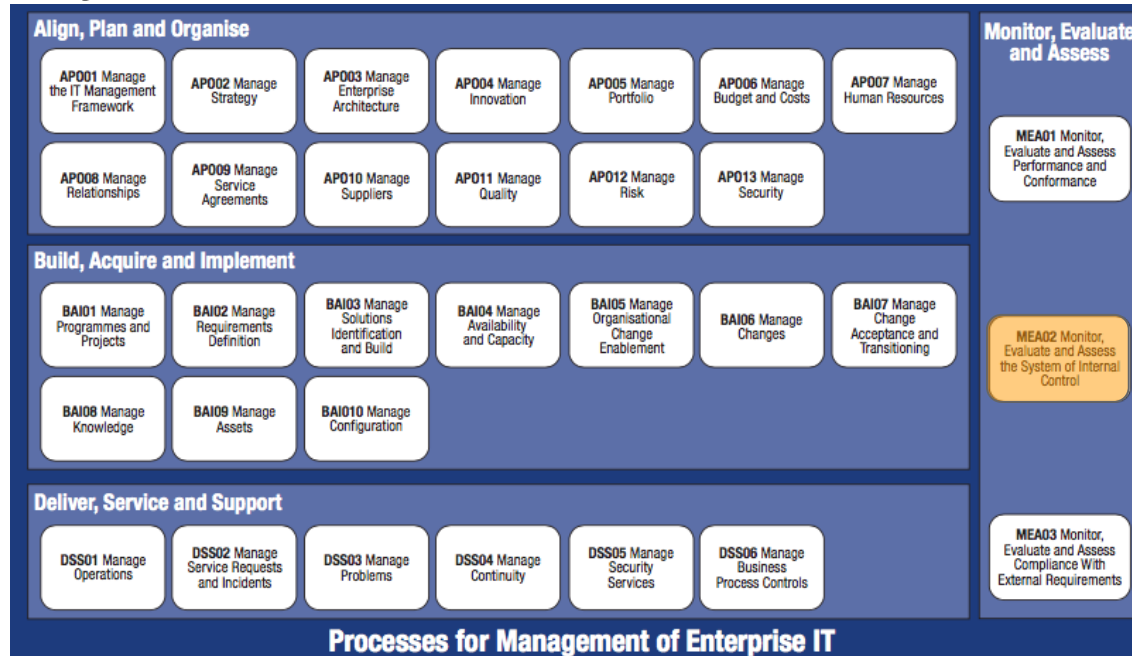
Reacting only to audit findings

“Failing to take management responsibility for IT controls and self assessments.”



COBIT - MEA02

Monitor, Evaluate and Assess the System of Internal Control



How COBIT5 Helps

5

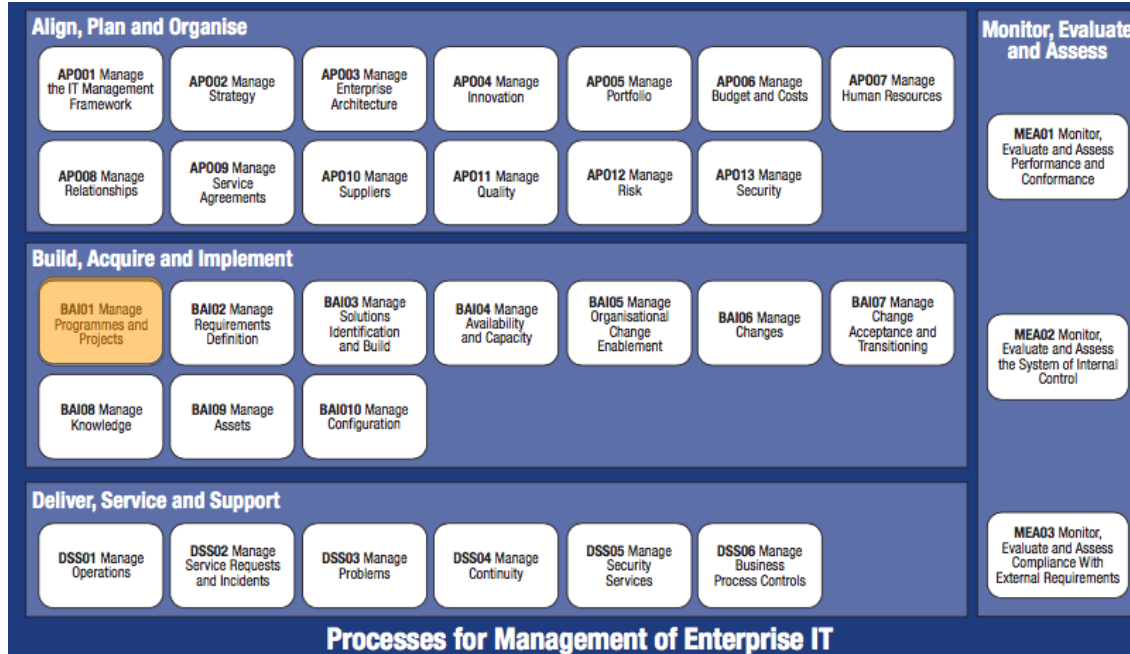
Failing to use a business case to monitor desired outcomes and benefits.

...”and monitoring only project deliverables. Most common reason for project failure.”



COBIT - BAI01

Manage Programmes and Projects



How COBIT5 Helps

Failing to appoint a senior business executive to drive the management of information security

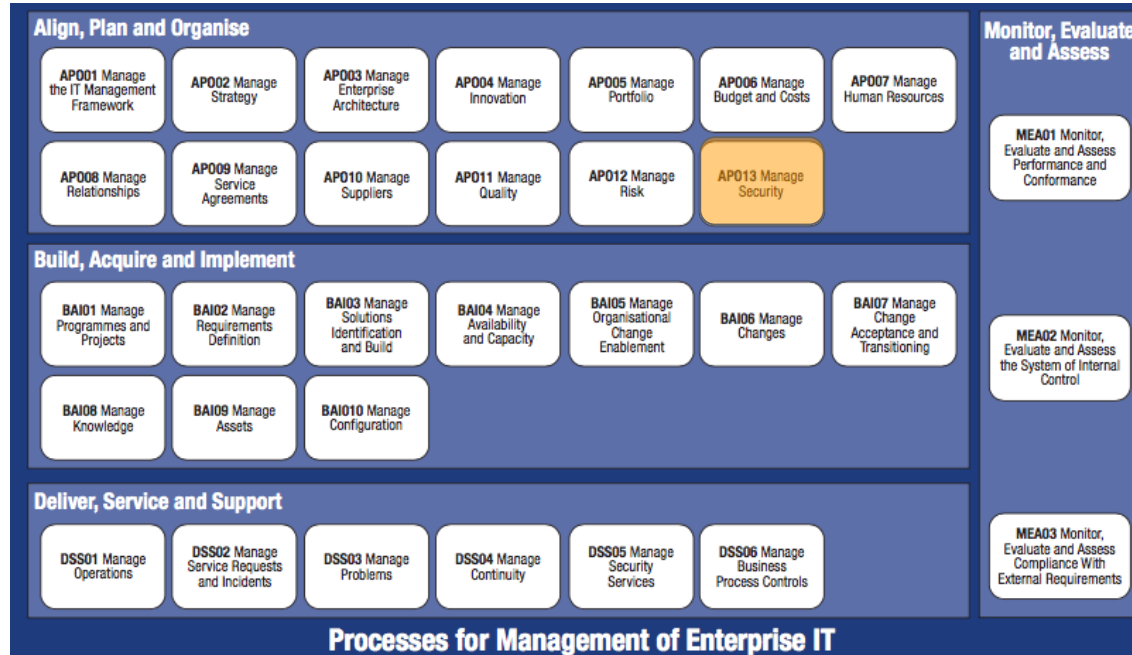


“In most cases, decision making is left to technicians, rather than business executives.”



COBIT - APO13

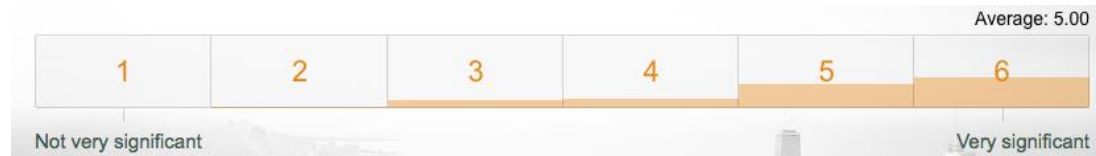
Manage Security



How COBIT5 Helps

3

Assuming IT is only for the “IT Function”



RACI Charts

Use RACI charts which show that business accountability and engagement runs across all IT processes.



R

Responsible

Who will do the task, who's assigned?

A

Accountable

Who has the authority to take decisions?

C

Consulted

Stakeholders identified? Who can tell you more about the task?

I

Informed

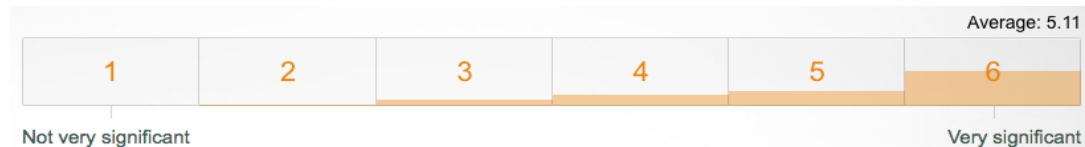
Who depends on this task? Who needs regular updates?

How COBIT5 Helps

Not appointing a business owner / sponsor to be accountable for IT enabled business changes

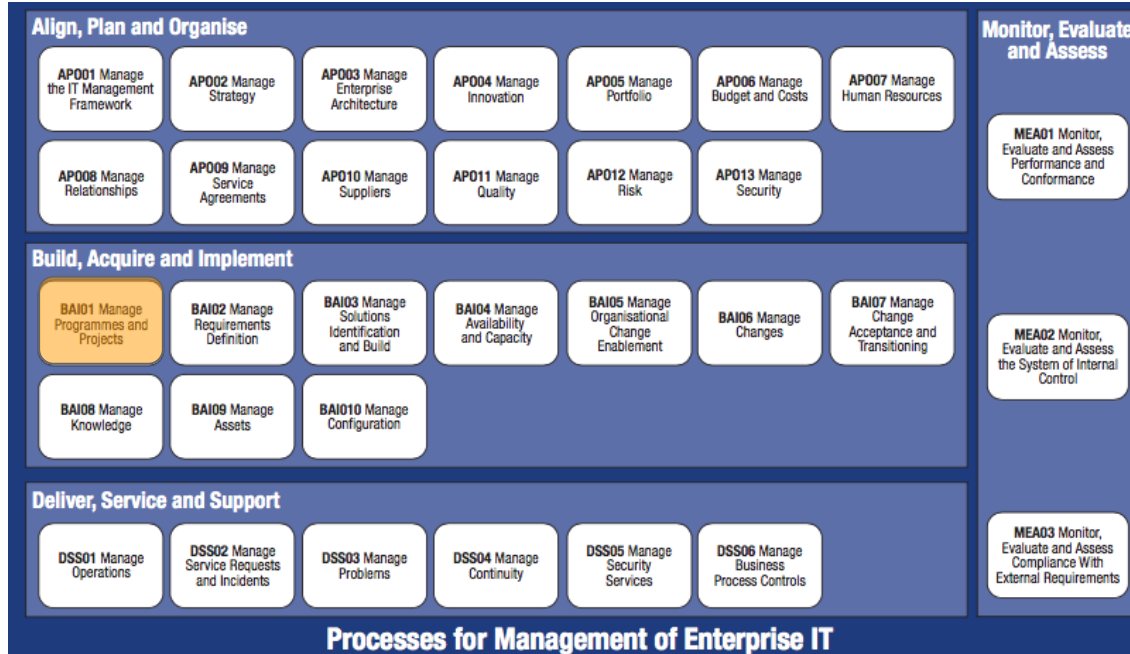


“No commitment from business, poor definition of requirements and limited business engagement in driving the benefits.”



COBIT - BAI01

Manage Programmes and Projects



How COBIT5 Helps



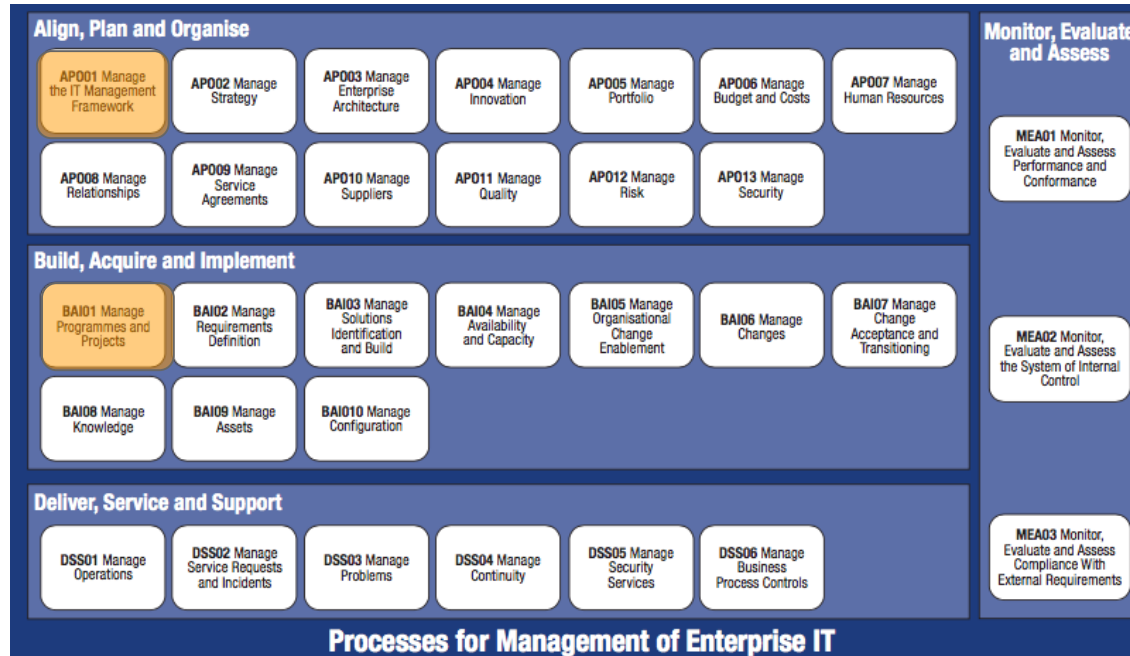
Not appointing the right stakeholders to IT steering committees

“Often technical people are included, but the business, or senior management is forgotten.”



COBIT - APO01

Manage the IT Management Framework



How COBIT5 Helps



For a copy of the final results
and white paper email:

gary.hardy@itwinners

Q&A

