

# ITIL®, COBIT, CMMI: Essential Concepts

Overview course of 2 days - 14h

Ref.: ICM - Price 2024: CHF1 950 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Identify how COBIT® can help with IS governance

Identify how ITIL® can help with IS governance

Identify how CMMI® can help with IS governance

Connect the COBIT®, ITIL® and CMMI standards

## THE PROGRAMME

last updated: 01/2018

### 1) Introduction

- Defining the concept of information system governance.
- Overview of its challenges.
- Why adopt the "process" approach to governance?
- Best practices and process development.

### 2) IS governance under COBIT

- Information system governance under COBIT.
- The COBIT philosophy.
- COBIT's field of action.
- Diagram of its processes.
- Control requirements

### 3) What ITIL® contributes to information system governance

- ITIL® v3 and information system management.
- The ITIL® philosophy, its architecture, its concepts.
- ITIL®'s field of action.
- Diagram of its processes.
- Interface with COBIT®.

### 4) What CMMi contributes to information system governance

- CMMi and project management.
- The CMMi philosophy, its architecture, its concepts.
- CMMi's field of action.
- Diagram of its processes.
- Interface with COBIT® and ITIL®.

### 5) Study of five points of interface.

- Process harmonization.
- Service Design, SLA vs Requirement Management.
- Urbanization and Enterprise Architecture.
- Configuration Management.
- Service Transition vs Validation, Verification.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Incident Management, Problem Management.

*Hands-on work* : A case study and solutions will be offered in order to harmonize the processes, and consequently the behaviors of those involved in managing information systems.

#### 6) Complementary standards and practices

- Essential complementary standards and practices for information system governance are presented.
- Interface of information system governance standards with COBIT®, CMMi, ITIL®.
- ISO 25000. ISO 27001.

#### 7) Conclusion

- Self-evaluations and identification of an initial action plan.

## DATES

---

REMOTE CLASS

2024 : 26 Sep, 14 Nov