

# Compliance Mapping to Main Governance Frameworks

High-Level Mapping Of Guidance To Cobit Processes *						SoftExpert ITSM Suite									
COBIT Process	COSO	ITIL	ISO/IEC 27001	PMBOK	CMMI	Performance	Risk	Portfolio	Project	Document	Process/WF	Action	Audit	Competence/ Training	Maintenance
PO1 Define a Strategic IT Plan	+	-	-	-	-	S		S	S	S					
PO2 Define the Information Architecture	+	-	+	-	-					M	M				
PO3 Determine Technological Direction	+	+	+	-	-					M					
PO4 Define the IT Processes, Organisation and Relationships	+	+	+	-	-					S	S				
PO5 Manage the IT Investment	+	+	-	+	-			S	S						
PO6 Communicate Management Aims and Direction	+	-	+	-	-	S				S		S	S		
PO7 Manage IT Human Resources	+	-	+	-	-					S				S	
PO8 Manage Quality	-	-	-	+	+					S		S	S		
PO9 Assess and Manage IT Risks	+	-	+	+	+		S		S			S			
PO10 Manage Projects	-	-	-	+	+		S	S	S	S		S		S	
AI1 Identify Automated Solutions	+	-	-	-	-				M		M				
AI2 Acquire and Mantain Application Software	+	-	+	-	+				S	S	S				
AI3 Acquire and Mantain Technology Infrastructure	+	-	+	-	-						S				S
AI4 Enable Operation and Use	+	+	+	-	-					S				S	
AI5 Procure IT Resources	-	-	-	+	-					M					
AI6 Manage Changes	+	+	+	-	+				S	S	S				
AI7 Install and Accredite Solutions and Changes	+	+	+	-	+				S			S			
DS1 Define and Manage Service Levels	+	+	-	-	-				S	S	S	S			
DS2 Manage Third-Party Services	-	+	+	-	-		S		S	S	S				
DS3 Manage Performance and Capacity	+	+	+	-	-				M		M				
DS4 Ensure Continuous Service	+	+	+	-	-					M				M	
DS5 Ensure Systems Security	+	+	+	-	-					M				M	
DS6 Identify and Allocate Costs	-	+	-	-	-				M		M				
DS7 Educate and Train Users	+	-	+	-	+					S				S	
DS8 Manage Service Desk and Incidents	-	+	+	-	-				S		S	S			
DS9 Manage the Configuration	+	+	+	-	+					M					
DS10 Manage Problems	-	+	-	-	+							S			
DS11 Manage Data	+	+	+	-	+					M					
DS12 Manage the Physical Environment	+	-	+	-	-										
DS13 Manage Operations	-	-	+	-	-				S	S	S	S		S	S
ME1 Monitor and Evaluate IT Performance	-	-	+	-	+	S			S		S	S			
ME2 Monitor and Evaluate Internal Control	-	-	+	-	-							S	S		
ME3 Ensure Regulatory Compliance	+	-	-	-	-							S	S		
ME4 Provide IT Governance	+	-	+	-	-	S	S	S	S	S	S	S	S	S	

\* Source: IT Governance Institute (ITGI)

(+) Frequently Addressed  
 (-) Not or Rarely Addressed

Compliance: M Medium (partially compliant)  
 S Strong (totally or mostly compliant)

  Main  
  Support