Index

A
acquisition process areas 429
acquisition requirements development (ARD) 429
acquisition technical management (ATM) 430
acquisition validation (AVAL) 430
acquisition verification (AVER) 430
action plan for rationalization 134
addressing business performance 231
addressing strategic alignment 230
adoption and implementation of IT governance 82–100
agile scenario transition 275
agreement management (AM) 429
AI6 manage changes 114
architecture development method (ADM) 127
assessing outsourcing decisions 290
Australian Academic and Research Network (AAR-NET) 89

B
balanced scorecard (BSC) 31
business balanced scorecard (BBSC) 31
business competence 246
business services, definition 358

capability maturity model (CMM) 84
capacity and availability management (CAM) 430
capital markets 212
CARE framework 130
case study institutions 89
causal analysis and resolution (CAR) 427
change management 340
CIO office creation 308
CMMI basics 425
CMMI integration perspective 425
CMMI process categories 431
CobiT 103, 166, 256
CobiT security process 194
competence model for IT professionals 245
competence of IT professionals in Internet ventures 239–253
comprehensive architecture rationalization and engineering (CARE) 125–144
configuration management (CM) 428
constellation approach 427  
constellation based maturity levels 431  
contingency model 325  
control frameworks 192  
control objectives for information and related technology (CobiT) 101  
control objectives for information and related technology (COBIT) framework 55  
control objectives for information and related technology framework (CobiT) 32  
corporate and IT governance 83  
corporate and IT governance research, bridging the gap 215  
corporate governance 146  
cultural change 346  
current-state data collection 135  
current IT governance frameworks 166

D  
defense in depth 193  
developing an IT service strategy 358  
development process areas 430  
DS11 manage data 111  
DS12 manage facilities 113  
DS4 Ensure continuous service 110  
DS5 Ensure systems security 109

E  
external governance mechanisms 211

F  
failure mode and effects analysis (FMEA) 401  
focus areas of IT governance 97

G  
governance goals 269  
governance mechanisms 270  
governance methods and models 289  
governance model 268  
governance of IT assets 209  
governance of software development 266–284  
governance process 272  
governance solutions 272

I  
I-Fit 221–238  
I-Fit model, combined building blocks 232  
I-Fit project, issues and solutions 227  
I-Fit project objectives 222  
ICT AS8015 Standard 168  
ICT governance specific recommendations 173  
ICT Governance within Australian companies, impact 163–177  
improving ICT governance 178–190  
incident and request management (IRM) 430  
incident management 337  
increasing interest in governance 203  
information technology governance (ITG) 1  
Information Technology Infrastructure Library (ITIL) 65  
infrastructure, integration, and alignment 318  
inTEGRATED information management model 387  
inTEGRATED product life cycle management for software 423  
internal governance mechanisms 205  
IS discipline, theoretical and practical implications 375  
ISO 20000 basics 437  
ISO 20000 integration 439  
ISO 20000 Standard for IT-service quality management 396  
ISO 9000 Standard for quality management 392  
IT-infrastructure library (ITIL) 386  
IT-service life cycle model 388  
IT-service management, life cycle approaches 386  
IT-service management developments 383  
IT-service quality management perspectives 381–407  
IT balanced scorecard (ITBSC) 31  
IT competence 245  
ITG, timeline research 50  
ITG framework 149  
IT governance 147  
IT governance (ITG) 44  
IT governance, 5 key focus areas 3  
IT governance, as a branch of corporate governance 68  
IT governance, audit process 65  
IT governance, critical review of literature 63–81  
IT governance, the rise 314  
IT governance-based IT strategy and management 44–62  
IT governance as IT decision-making 66  
IT Governance defined 299  
IT governance defined 226  
IT governance definition 2, 47  
IT governance framework 55  
IT governance general recommendations 172
Index

IT governance in Australia 168
IT governance in Australian institutions 87
IT governance literature, current state 1–43
IT governance origin 46
IT governance outlook 73
IT governance processes 91
IT governance relational mechanism 94
IT governance standards 2
IT governance structures 89
ITIL 167, 335
ITIL security process 194
IT infrastructure library (ITIL) framework 408
IT investment, planning and portfolio governance, case study 307
IT investment management 155
IT outsourcing risks 288
IT performance management 156
IT portfolio management 297–312
IT portfolio management concepts 298
IT resource management 153
IT risk management 157
IT service capability maturity model (IT service CMM) 258
IT service management 335
IT service management implementation 333–349
IT service strategy model 350–363
IT systems, measurement of performance 24
IT systems research, risk management 14

K
key asset governance 209
Korean firms, comparative case study 145–162

L
labor markets for directors and managers 214
legal environment 211
life cycle concepts 390
life cycle model of physical products 386
linkages between corporate and IT governance 202–220
linking ITG to CG 148
literature review 64

M
management of IT resources 4
managerial problem 196
managerial tactics 198
managing IT security relationships 191–201
mapping of quality factors 398
maturity models, baseline taxonomy 258
maturity models, extended taxonomy 259
maturity models in IT governance, role 254–265
measurement model, proposed 413
measuring information quality 229
measuring return on investment from implementing ITIL 408–422

N
nonpublic domain IT service management methods 387

O
organizational innovation and deployment (OID) 428
organizational life cycle processes 436
organizational process focus (OPF) 428
organizational process performance (OPP) 429
organizational service management (OSM) 431
organizational training (OT) 429
outsourced governance, implications 285–296
outsourcing trade-offs 291

P
platform-independent model (PIM) 127
platform-specific model (PSM) 127
PO1 define the strategic information technology plan 111
PO8 compliance with external requirements 114
portfolio management, definition 300
portfolio management, illustration 301
portfolio management life cycle 301
post-implementation reviews (PIRs) 72
primary life cycle processes 435
problem management (PRM) 431
process and product quality assurance (PPQA) 429
process assessment model (PAM) 425
process capability vs. organization maturity 426
process reference model (PRM) 425
product integration (PI) 430
project management methodologies 72
project monitoring and control (PMC) 429

Q
quality management 390
quality management methods, mapping 399
quantitative project management (QPM) 429
Index

R
radical restructure using CobiT and ITIL 178
rational unified process (RUP) 126
requirements management (REQM) 429
retrospective process 280
return on assets (ROA) 411
return on equity (ROE) 411
return on investment (ROI) concept, study 411
return on sales (ROS) 411
reverse-engineering 130, 135
risk management (RSKM) 429

S
security process linkages 195
service-centric IT 352
service-oriented architecture 352
service continuity (SCON) 431
service delivery (SD) 431
service process areas 430
service quality concepts 393
service strategy, definition 359
service strategy model 355
service system development (SSD) 431
service teams, definition 359
service transition (ST) 431
shared process areas 427
software engineering (SwE), standards of processes 364–380
software process improvement capability determination (SPICE) method 402
solicitation and supplier agreement development (SSAM) 429
SPICE / ISO 20000 integration perspective 433
SPICE basics 434
SPICE integration 439
standards of processes, building-block concepts 371
strength-weakness-opportunities-threats (SWOT) 132
supplier agreement management (SAM) 430, 431
supporting life cycle processes 436
systems engineering (SE), standards of processes 364–380

T
tailoring COBIT for public sector IT audit 101–124
takeover market 213
team velocity 278
technical solution (TS) 430
total cost of ownership (TCO) 411
total quality management (TQM) 391
transdisciplinary competence 246

V
“vendor lock in” 293
validation (VAL) 430
value viewpoint 322