# 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 - 100agile 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

#### $\mathbf{C}$

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

## Index

constellation approach 427	I-Fit project, issues and solutions 227
constellation based maturity levels 431	I-Fit project objectives 222
contingency model 325	ICT AS8015 Standard 168
control frameworks 192	ICT governance specific recommendations 173
control objectives for information and related tech- nologies (CobiT) 101	ICT Governance within Australian companies, impact 163–177
control objectives for information and related technology (CobiT) 387	improving ICT governance 178–190 incident and request management (IRM) 430
control objectives for information and related tech-	incident management 337
nology (COBIT) framework 55	increasing interest in governance 203
control objectives for information and related technology framework (CobiT) 32	information technology governance (ITG) 1 Information Technology Infrastructure Library
corporate and IT governance 83	(ITIL) 65
corporate and IT governance research, bridging the gap 215	infrastructure, integration, and alignment 318 integrated information management model 387
corporate governance 146	integrated product life cycle management for soft-
cultural change 346	ware 423
current-state data collection 135	internal governance mechanisms 205
current IT governance frameworks 166	IS discipline, theoretical and practical implications 375
D	ISO 20000 basics 437
defense in depth 193	ISO 20000 integration 439
developing an IT service strategy 358	ISO 20000 Standard for IT-service quality manage-
development process areas 430	ment 396
DS11 manage data 111	ISO 9000 Standard for quality management 392 IT-infrastructure library (ITIL) 386
DS12 manage facilities 113	IT-service life cycle model 388
DS4 Ensure continuous service 110	IT-service management, life cycle approaches 386
DS5 Ensure systems security 109	IT-service management developments 383
E	IT-service quality management perspectives 381–407
external governance mechanisms 211	IT balanced scorecard (ITBSC) 31
F	IT competence 245
Г	ITG, timeline research 50
failure mode and effects analysis (FMEA) 401	ITG framework 149
focus areas of IT governance 97	IT governance 147
C	IT governance (ITG) 44
G	IT governance, 5 key focus areas 3
governance goals 269	IT governance, as a branch of corporate governance
governance mechanisms 270	68 IT governance, audit process 65
governance methods and models 289	IT governance, critical review of literature 63–81
governance model 268	IT governance, the rise 314
governance of IT assets 209	IT governance-based IT strategy and management
governance of software development 266–284	44–62
governance process 272	IT governance as IT decision-making 66
governance solutions 272	IT Governance defined 299
I	IT governance defined 226
1	IT governance definition 2, 47
I-Fit 221–238	IT governance framework 55
I-Fit model, combined building blocks 232	IT governance general recommendations 172

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	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
IT infrastructure library (ITIL) framework 408 IT investment, planning and portfolio governance,	0
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	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
IT service management implementation 333–349 IT service strategy model 350–363 IT systems, measurement of performance 24 IT systems research, risk management 14	platform-independent model (PIM) 127 platform-specific model (PSM) 127 PO1 define the strategic information technology
K	plan 111 PO8 compliance with external requirements 114
key asset governance 209 Korean firms, comparative case study 145–162	portfolio management, definition 300 portfolio management, illustration 301 portfolio management life cycle 301
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	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
M	Q
management of IT resources 4 managerial problem 196 managerial tactics 198 managing IT security relationships 191–201	quality management 390 quality management methods, mapping 399 quantitative project management (QPM) 429

#### R software process improvement capability determination (SPICE) method 402 radical restructure using CobiT and ITIL 178 solicitation and supplier agreement development rational unified process (RUP) 126 (SSAM) 429 requirements management (REQM) 429 SPICE / ISO 20000 integration perspective 433 retrospective process 280 SPICE basics 434 return on assets (ROA) 411 SPICE integration 439 return on equity (ROE) 411 standards of processes, building-block concepts 371 return on investment (ROI) concept, study 411 strength-weakness-opportunities-threats (SWOT) return on sales (ROS) 411 reverse-engineering 130, 135 supplier agreement management (SAM) 430, 431 risk management (RSKM) 429 supporting life cycle processes 436 systems engineering (SE), standards of processes 364-380 security process linkages 195 T service-centric IT 352 service-oriented architecture 352 tailoring COBIT for public sector IT audit 101-124 service continuity (SCON) 431 takeover market 213 service delivery (SD) 431 team velocity 278 service process areas 430 technical solution (TS) 430 service quality concepts 393 total cost of ownership (TCO) 411 service strategy, definition 359 total quality management (TQM) 391 service strategy model 355 transdisciplinary competence 246 service system development (SSD) 431 $\mathbf{V}$ service teams, definition 359 service transition (ST) 431 "vendor lock in" 293 shared process areas 427 validation (VAL) 430 software engineering (SwE), standards of processes value viewpoint 322 364-380