# ITIL4© - COBIT® 2019 Mapping

**ITIL®4**

**COBIT 2019**

Legend: Well covered = 60% and above (green, **G**); Partially covered = less than 60% (yellow, **Y**)

ITIL Management Practices grouped as: General Management, Service Management, Technical.

| COBIT Process | Mapped ITIL Practice(s) — coverage |
|---|---|
| **EDM - Evaluate, Direct Monitor** | |
| EDM01—Ensured Governance Framework Setting & Maintenance | |
| EDM02—Ensured Benefits Delivery | |
| EDM03—Ensured Risk Optimization | Risk management (Y) |
| EDM04—Ensured Resource Optimization | |
| EDM05—Ensured Stakeholder Engagement | |
| **APO - Align, Plan & Organize** | |
| APO01—Managed I&T Management Framework | |
| APO02—Managed Strategy | Strategy management (G) |
| APO03—Managed Enterprise Architecture | Architecture management (G) |
| APO04—Managed Innovation | |
| APO05—Managed Portfolio | Organizational change management (G) |
| APO06—Managed Budget & Costs | Service financial management (G) |
| APO07—Managed Human Resources | Workforce and talent management (Y) |
| APO08—Managed Relationships | Relationship management (G) |
| APO09—Managed Service Agreements | Service configuration management (Y); Service level management (G) |
| APO10—Managed Vendors | Supplier management (G) |
| APO11—Managed Quality | |
| APO12—Managed Risk | Risk management (G) |
| APO13—Managed Security | Information security management (G) |
| APO14—Managed Data | Availability management (Y) |
| **BAI - Build, Acquire and Implement** | |
| BAI01—Managed Programs | Project management (Y) |
| BAI02—Managed Requirements Definition | Business analysis (Y) |
| BAI03—Managed Solutions Identification & Build | Service design (Y); Service validation and testing (Y); Software development and management (G) |
| BAI04—Managed Availability & Capacity | Availability management (G); Capacity and performance management (G) |
| BAI05—Managed Organizational Change | Organizational change management (G) |
| BAI06—Managed IT Changes | Change control (G) |
| BAI07—Managed IT Change Acceptance and Transitioning | Release management (G); Deployment management (Y); Infrastructure and platform management (Y) |
| BAI08—Managed Knowledge | Knowledge management (G) |
| BAI09—Managed Assets | IT asset management (G) |
| BAI10—Managed Configuration | Service configuration management (G) |
| BAI11—Managed Projects | Project management (G) |
| **DSS - Deliver, Service & Support** | |
| DSS01—Managed Operations | Monitoring and event management (Y) |
| DSS02—Managed Service Requests & Incidents | Incident management (G); Service desk (Y); Service request management (Y) |
| DSS03—Managed Problems | Problem management (G) |
| DSS04—Managed Continuity | Service continuity management (G) |
| DSS05—Managed Security Services | Information security management (Y) |
| DSS06—Managed Business Process Controls | |
| **MEA - Monitor, Evaluate & Assess** | |
| MEA01—Managed Performance and Conformance Monitoring | Measurement and reporting (G) |
| MEA02—Managed System of Internal Control | |
| MEA03—Managed Compliance with External Requirements | |
| MEA04—Managed Assurance | |

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Partially covered, less than 60% (yellow)