

			Enterprise Goal																
			Stakeholder value of business investments	Portfolio of competitive products and services	Managed business risk (safeguarding of assets)	Compliance with external laws and regulations	Financial transparency	Customer-oriented service culture	Business service continuity and availability	Agile responses to a changing business environment	Information-based strategic decision making	Optimisation of service delivery costs	Optimisation of business process functionality	Optimisation of business process costs	Managed business change programmes	Operational and staff productivity	Compliance with internal policies	Skilled and motivated people	Product and business innovation culture
			1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.
IT-related Goal			Financial				Customer				Internal				Learning and Growth				
Financial	01	Alignment of IT and business strategy	P	P	S			P	S	P	P	S	P	S	P			S	S
	02	IT compliance and support for business compliance with external laws and regulations			S	P											P		
	03	Commitment of executive management for making IT-related decisions	P	S	S				S	S			S		P			S	S
	04	Managed IT-related business risk			P	S			P	S			P		S		S	S	
	05	Realised benefits from IT-enabled investments and services portfolio	P	P				S		S		S	S	P		S			S
	06	Transparency of IT costs, benefits and risk	S		S		P				S	P		P					
Customer	07	Delivery of IT services in line with business requirements	P	P	S	S		P	S	P	S		P	S	S			S	S
	08	Adequate use of applications, information and technology solutions	S	S	S			S	S		S	S	P	S		P		S	S
Internal	09	IT agility	S	P	S			S		P			P		S	S		S	P
	10	Security of information, processing infrastructure and applications			P	P			P								P		
	11	Optimisation of IT assets, resources and capabilities	P	S						S		P	S	P	S	S			S
	12	Enablement and support of business processes by integrating applications and technology into business processes	S	P	S			S		S		S	P	S	S	S			S
	13	Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards	P	S	S			S				S		S	P				
	14	Availability of reliable and useful information for decision making	S	S	S	S			P		P		S						
	15	IT compliance with internal policies			S	S												P	
Learning and Growth	16	Competent and motivated business and IT personnel	S	S	P			S		S						P		P	S
	17	Knowledge, expertise and initiatives for business innovation	S	P				S		P	S		S		S			S	P

			IT-related Goal																	
			01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	
COBIT 5 Process			Financial				Customer			Internal						Learning and Growth				
Evaluate, Direct and Monitor	EDM01	Ensure Governance Framework Setting and Maintenance	P	S	P	S	S	S	P		S	S	S	S	S	S	S	S	S	S
	EDM02	Ensure Benefits Delivery	P		S		P	P	P	S			S	S	S	S		S	P	S
Align, Plan and Organise	EDM03	Ensure Risk Optimisation	S	S	S	P		P	S	S		P			S	S	P	S	S	
	EDM04	Ensure Resource Optimisation	S		S	S	S	S	S	S	P		P		S			P	S	
	EDM05	Ensure Stakeholder Transparency	S	S	P			P	P						S	S	S		S	
	APO01	Manage the IT Management Framework	P	P	S	S			S		P	S	P	S	S	S	P	P	P	
	APO02	Manage Strategy	P		S	S	S		P	S	S		S	S	S	S	S	S	P	
	APO03	Manage Enterprise Architecture	P		S	S	S	S	S	S	P	S	P	S		S			S	
	APO04	Manage Innovation	S			S	P			P	P		P	S		S			P	
	APO05	Manage Portfolio	P		S	S	P	S	S	S	S		S		P				S	
	APO06	Manage Budget and Costs	S		S	S	P	P	S	S			S		S					
	APO07	Manage Human Resources	P	S	S	S			S		S	S	P		P		S	P	P	
	APO08	Manage Relationships	P		S	S	S	S	P	S			S	P	S		S	S	P	
	APO09	Manage Service Agreements	S			S	S	S	P	S	S	S	S		S	P	S			
	APO10	Manage Suppliers		S		P	S	S	P	S	P	S	S		S	S	S		S	
APO11	Manage Quality	S	S		S	P		P	S	S		S		P	S	S	S	S		
APO12	Manage Risk		P		P		P	S	S	S	P			P	S	S	S	S		
APO13	Manage Security		P		P		P	S	S		P				P					

			IT-related Goal																	
			Alignment of IT and business strategy	IT compliance and support for business compliance with external laws and regulations	Commitment of executive management for making IT-related decisions	Managed IT-related business risk	Realised benefits from IT-enabled investments and services portfolio	Transparency of IT costs, benefits and risk	Delivery of IT services in line with business requirements	Adequate use of applications, information and technology solutions	IT agility	Security of information, processing infrastructure and applications	Optimisation of IT assets, resources and capabilities	Enablement and support of business processes by integrating applications and technology into business processes	Delivery of programmes delivering benefits, on time, on budget, and meeting requirements and quality standards	Availability of reliable and useful information for decision making	IT compliance with internal policies	Competent and motivated business and IT personnel	Knowledge, expertise and initiatives for business innovation	
			01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	
COBIT 5 Process			Financial					Customer			Internal						Learning and Growth			
Build, Acquire and Implement	BAI01	Manage Programmes and Projects	P		S	P	P	S	S	S			S			P			S	S
	BAI02	Manage Requirements Definition	P	S	S	S	S		P	S	S	S	S	P	S	S				S
	BAI03	Manage Solutions Identification and Build	S			S	S		P	S			S	S	S	S				S
	BAI04	Manage Availability and Capacity				S	S		P	S	S		P		S	P				S
	BAI05	Manage Organisational Change Enablement	S		S		S		S	P	S		S	S	P					P
	BAI06	Manage Changes			S	P	S		P	S	S	P	S	S	S	S	S	S		S
	BAI07	Manage Change Acceptance and Transitioning				S	S		S	P	S			P	S	S	S	S		S
	BAI08	Manage Knowledge	S				S		S	S	P	S	S			S		S	S	P
	BAI09	Manage Assets		S		S		P	S		S	S	P			S	S			
	BAI10	Manage Configuration		P		S		S		S	S	S	P			P	S			
Deliver, Service and Support	DSS01	Manage Operations		S		P	S		P	S	S	S	P			S	S	S	S	
	DSS02	Manage Service Requests and Incidents				P			P	S		S				S	S		S	
	DSS03	Manage Problems		S		P	S		P	S	S		P	S		P	S		S	
	DSS04	Manage Continuity	S	S		P	S		P	S	S	S	S	S		P	S	S	S	
	DSS05	Manage Security Services	S	P		P			S	S		P	S	S		S	S			
	DSS06	Manage Business Process Controls		S		P			P	S		S	S	S		S	S	S	S	
Monitor, Evaluate and Assess	MEA01	Monitor, Evaluate and Assess Performance and Conformance	S	S	S	P	S	S	P	S	S	S	P		S	S	P	S	S	
	MEA02	Monitor, Evaluate and Assess the System of Internal Control		P		P		S	S	S		S				S	P		S	
	MEA03	Monitor, Evaluate and Assess Compliance With External Requirements		P		P	S		S			S					S		S	

