Functional Maturity Management

C O B I T.
Transformation

Implementing CoBiT 4.1 / 5 and *Val*IT with RATS

Bridging the "as is" to the "as is to be"

- coordinate change and track improvement in Functional Maturity

Knowledge **BANK** *ERP*

Role Accountability Tool Set (RATS)™

RATS supports CoBiT Transformation project design, implementation and employee buy-in by producing a clear understanding of the changes of roles required in order to achieve the desired sound business practice.

The primary aim of implementing CoBiT is to bring about change in the way the organisation functions and, in order for the outcome to be sustainable, the changes must be made with respect to the way *individual key employees* carry out their day to day functions.

The RATS combination of methodology and technology produces a clear "as is to be" Functional Structure model of those areas of the organisation that the project will impact. This Business Blueprint clearly sets out the connection between the individual day to day activities, currently undertaken by all key employees affected, and the Sound Practice behaviour that the Project seeks to bring about in the I.T. environment.

Functional Maturity Modeling™

Having enabled understanding of the functional business model, **RATS** then supports the creation and implementation of Functional Maturity Models.

These models are created by undertaking a Role Accountability Mapping intervention focused on identifying the individuals responsible for the key Functions to be carried out in an organisation in order to achieve the qualitative and quantitative outcomes required by CoBiT and *Val*IT.

This "Sound Practice" Role Accountability Model can then be used to communicate and agree the collaborative functionality required by the I.T. team and report on change using the RATS KnowledgeBankERP transformation management Web 2.0 technology.

The RATS KnowledgeBankERP technology removes complexity enabling the implementation of Sound Practice designs by providing extremely effective visualisation of the progress toward Functional Maturity.

Overview

Sustainable Solutions
Improving Project Outcomes by:

- Defining the transformation project with the participative collaboration and understanding of all involved.

- Designing project activities and responsibilities based on the changes that need to take place in terms of the COBIT and VALIT Outcomes.

- Formalising "Fundamental", "Sound Practice" and "Best Practice" elements of Functional Maturity in each Key Function and the activities to put these in place.

- Tracking and coordinating the Functional Maturity progress.

For more information

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KnowledgeBankERP is a Multi-disciplined International Consulting Company focused on effective Service Delivery Information System Solutions.

What benefits does the Role Accountability Model provide ?

Role Accountability Modeling ™ uses a simple, practical, 7 question approach (see diagram below) that focuses every person (including support Functions) on how their function contributes to the Collaborative Structure that delivers the I.T. services. This is then reviewed, with the individuals involved, in terms of how that contribution must be modified in order to ensure the sound practice Outcomes required by COBIT and ValIT - this ensures an understanding of purpose and buy in.

The change in paradigm achieves an alignment of effort, giving purpose and meaning to the roles of individuals and provides the means by which the change project can be formulated and implemented. The visuality of Functional Maturity progress provided by the web 2.0 software tool enables coordination and alignment and the Process and Workflow Management features underpin the implementation of ITIL.

5 - link to support Organisation's Strategic Intent
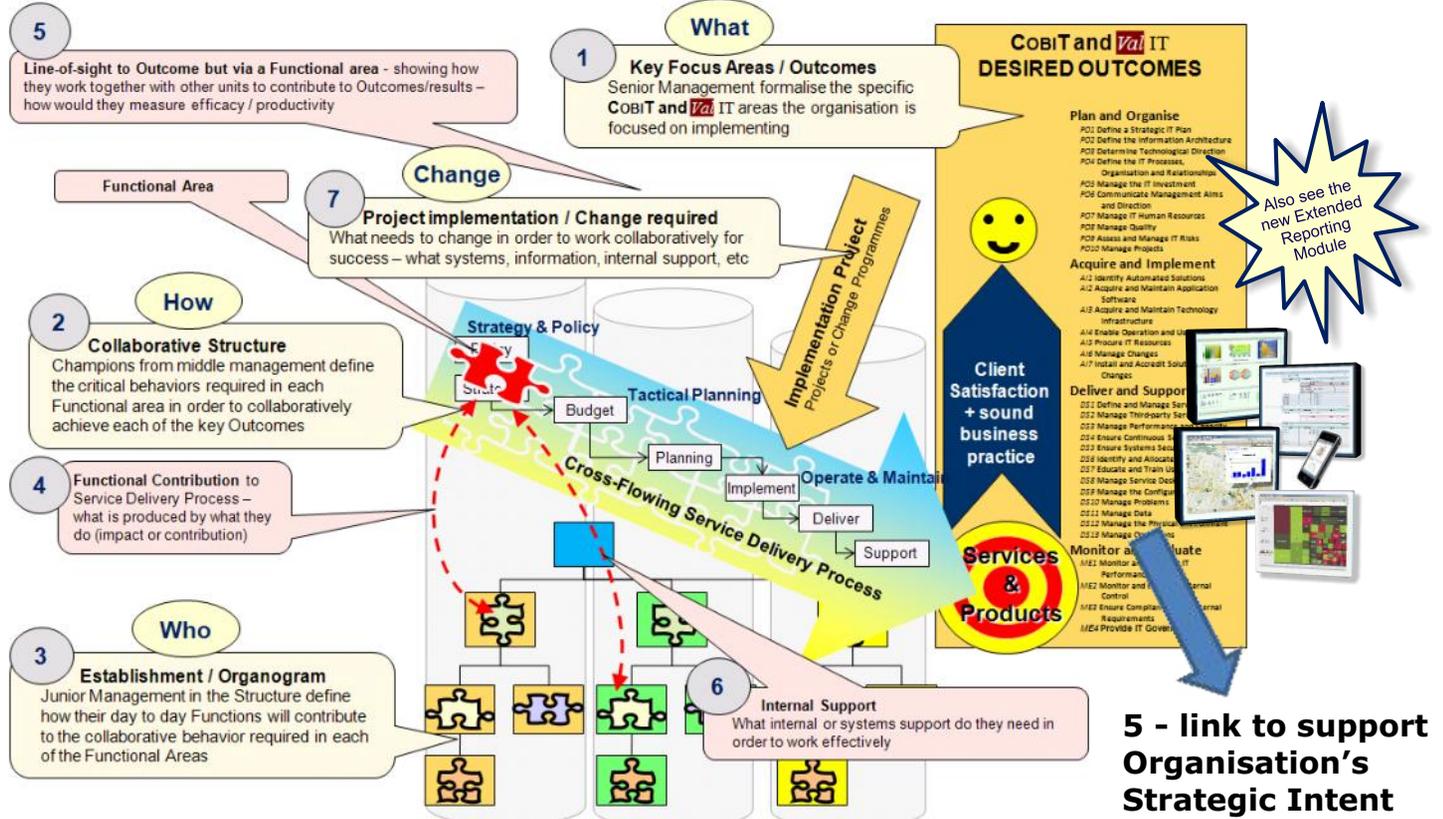
COBIT Functional Maturity Progression views

An example of a DS8 Service Desk Function Maturity change progression could be as follows:

The Functional Maturity views shows the Maturity aspects of Functions starting with the basic Fundamentals in place, moving to building aspects of Sound Practice and then finally establishing Best Practice.

Change Project Activity Progress views

The Service Desk Change Project (that would move the Maturity Status of the Service Desk Function) would consist of a series of Activities to put in place the various aspects of Functionality required for sound practice and the progress of these is displayed (and reported against) in the Change Project Activities Status views.

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