



EXECUTIVE SUMMARY

Business Service Management Solutions for Compliance:

An executive overview of how BMC Software solutions map to COBIT 4.0

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**For more detailed descriptions, please register to receive your copy of
“BUSINESS SERVICE MANAGEMENT FOR COMPLIANCE: A detailed mapping of
BMC Software solutions to COBIT 4.0,” at www.bmc.com/compliance.**

SUMMARY

COBIT (Control Objectives for Information and related Technology) is an IT-focused governance and control framework that many enterprises are adopting as the model for implementing and demonstrating effective IT governance across all areas of IT activity. COBIT harmonizes well with established frameworks, such as the Software Engineering Institute's Capability Maturity Model Integration (CMMI), ISO 20000, the IT Infrastructure Library (ITIL®), and ISO 17799 (standard security framework, now ISO 27000). It provides high-level, broad coverage and focuses attention on what the business requires.

Business Service Management — A Practical Path to Support COBIT

BMC has been recognized by leading analysts for its comprehensive offering of solutions that help IT organizations control their IT environment and meet compliance objectives. These solutions enable IT to manage based on business priorities, an approach known as Business Service Management (BSM). BSM solutions from BMC help IT organizations to achieve the following results:

- > Automate IT controls
- > Comply with governmental regulations, industry best practices, and internal policies
- > Manage risk effectively
- > Improve business performance

Many BMC solutions align with the fulfillment of COBIT, but to maximize the impact upon COBIT controls, we recommend that you focus first on building your foundational controls in the following key solution areas:

- > Identity management
- > Change management
- > Configuration management
- > Data and recovery management

With the foundation controls in place, you will be well positioned to address:

- > Application and general IT controls
- > Infrastructure coverage — from mainframe to mobile, data center to desktop
- > Support of control frameworks (COBIT), best practices (ITIL), and standards (ISO 20000 and ISO 27000)

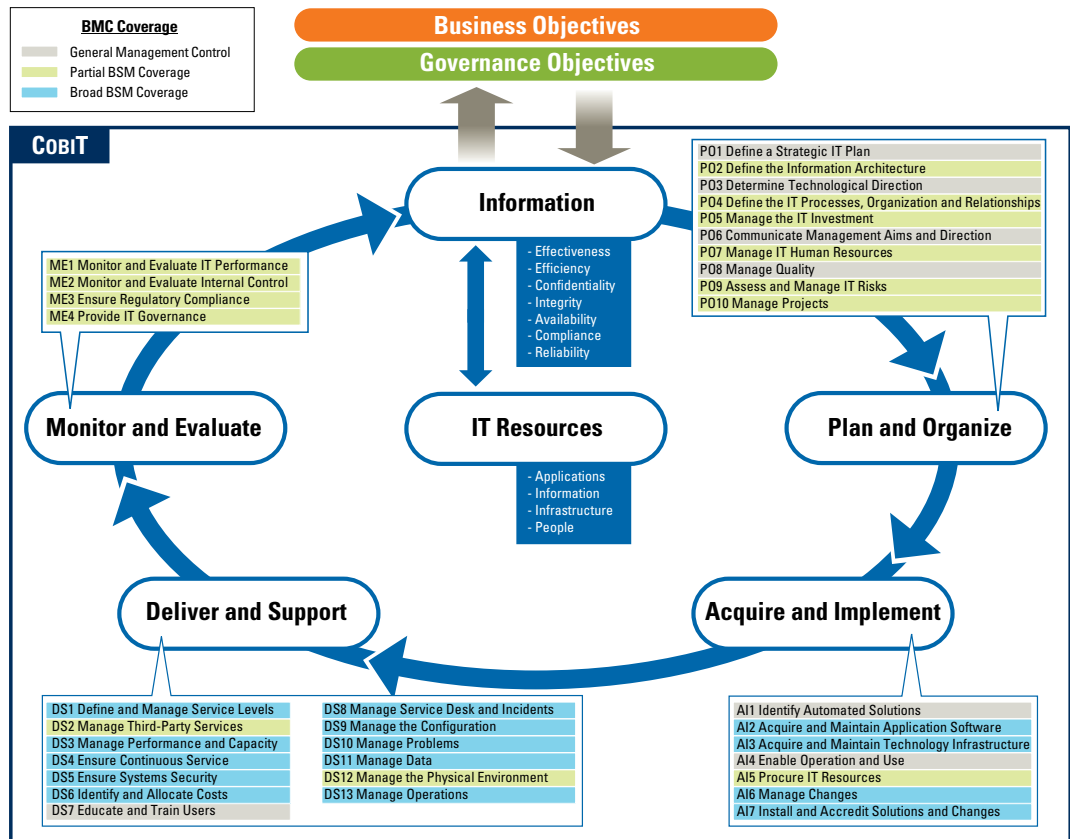
This document maps BMC solutions to COBIT control objectives outlined in the COBIT 4.0 guide. In many cases, text from the COBIT 4.0 document has been summarized in order to condense the information. Sections in brackets (example: • []) are direct quotes from COBIT 4.0, "Source: COBIT 4.0. ©1996, 1998, 2000, 2005 IT Governance Institute. All rights reserved. Used by permission." Visit www.isaca.org to get a free download of the complete COBIT document.



BMC SOLUTIONS AND COBIT CONTROLS

Overall, BMC solutions apply to 27 of the 34 COBIT control objectives. These solutions offer a broad range of coverage in many important areas, and are organized into the following four main groups to best address COBIT Controls.

| | |
|-----------------------|-----------------------------|
| PLAN AND ORGANIZE | 6 of 10 control objectives |
| ACQUIRE AND IMPLEMENT | 5 of 7 control objectives |
| DELIVER AND SUPPORT | 12 of 13 control objectives |
| MONITOR AND EVALUATE | 4 of 4 control objectives |



BMC solutions and COBIT controls

COBIT Defines Good Governance

COBIT is an IT-focused governance and control framework created by the IT Governance Institute (ITGI) and Information Systems Audit and Control Association® (ISACA). Developed as an open standard, COBIT is being increasingly adopted globally as the governance and control model for implementing and demonstrating effective IT governance. The first, second, and third editions of COBIT were published in 1994, 1998, and 2000, respectively. COBIT is now in its fourth edition (COBIT 4.0), published in 2005. Because of its high-level, broad coverage — and because it is based on many existing practices — COBIT can act as an integrator that brings disparate practices under one framework and helps link those practices to strategic business objectives.

According to COBIT 4.0: Successful enterprises understand the risks and exploit the benefits of IT, and find ways to deal with:

- > Aligning IT strategy with the business strategy
- > Cascading IT strategy and goals down into the enterprise
- > Providing organizational structures that facilitate the implementation of strategy and goals
- > Creating constructive relationships and effective communications between the business and IT, and with external partners
- > Measuring IT's performance

Enterprises cannot deliver effectively against these business and governance requirements without adopting and implementing a governance and control framework for IT to:

- > Make a link to the business requirements
- > Make performance against these requirements transparent
- > Organize IT activities into a generally accepted process model
- > Identify the major resources to be leveraged
- > Define the management control objectives to be considered

(p. 9)

Business orientation is the main theme of COBIT. It is designed to be employed not only by IT service providers, users, and auditors, but also, and more importantly, as comprehensive guidance for management and business process owners.

(p. 11)

COBIT defines IT activities in a generic process model within four domains. These domains are Plan and Organize, Acquire and Implement, Deliver and Support, and Monitor and Evaluate. The domains map to IT's traditional responsibility areas of plan, build, run, and monitor.

(p. 13)

COBIT AND ITIL

BMC solutions help automate ITIL best practices and COBIT guidelines. Combined, ITIL and COBIT help you increase the quality of business services that your IT organization delivers, while also lowering overall costs. ITIL is a framework that addresses IT service management best practices, and COBIT addresses the establishment of business goals, providing the processes to deliver toward those goals and measure progress. By following these frameworks, your IT organization can provide fast, consistent, reliable technology services that increase revenue, reduce costs, and demonstrate compliance with the Sarbanes-Oxley Act (SOX), Basel II, and other regulatory standards. These frameworks help you achieve BSM by managing IT based on business priorities.



PLAN AND ORGANIZE (PO)

This domain covers strategy and tactics, and concerns the identification of the way IT can best contribute to the achievement of the business objectives. The realization of this strategic vision needs to be planned, communicated, and managed for different perspectives. Furthermore, a proper organization and technological infrastructure should be put in place.

This domain typically addresses the following management questions:

- > Are IT and the business strategy aligned?
- > Is the enterprise achieving optimum use of its resources?
- > Does everyone in the organization understand the IT objectives?
- > Are IT risks understood and being managed?
- > Is the quality of IT systems appropriate for business needs?

BMC Solution Fit

Plan and Organize control objectives are what we refer to as general IT management controls. These controls result in many of the decisions and policies that are input into the IT service management system.

This section will examine all of the *Plan and Organize* control objectives, drilling deeper into the six of ten objectives directly supported by BMC solutions:

- > **PO2** — Define the Information Architecture
- > **PO4** — Define the IT Processes, Organization, and Relationships
- > **PO5** — Manage the IT Investment
- > **PO7** — Manage IT Human Resources
- > **PO9** — Assess and Manage IT Risks
- > **PO10** — Manage Projects

BMC Solutions

- > BMC® Access Management
- > BMC® Asset Management
- > BMC® Atrium CMDB
- > BMC® Change Process Management
- > BMC® Desktop Patch Management
- > BMC® Discovery
- > BMC® Identity Audit and Compliance
- > BMC® Password Management
- > BMC® Server Patch Management
- > BMC® User Administration and Provisioning

ACQUIRE AND IMPLEMENT (AI)

This domain covers objectives that help realize the IT strategy. IT solutions need to be identified, developed, acquired, implemented, and integrated into the business process. In addition, changes and maintenance of existing systems are covered by this domain to make sure the solutions continue to meet business objectives.

This domain typically addresses the following management questions:

- > Are new projects likely to deliver solutions that meet business needs?
- > Are new projects likely to be delivered on time and within budget?
- > Will the new systems work properly when implemented?
- > Will changes be made without upsetting current business operations?

BMC Solution Fit

This section will examine all of the *Acquire and Implement* control objectives, drilling deeper into the five of seven objectives directly supported by BMC solutions:

- > **A12** — Acquire and Maintain Application Software
- > **A13** — Acquire and Maintain Technology Infrastructure
- > **A15** — Procure IT Resources
- > **A16** — Manage Changes
- > **A17** — Install and Accredited Solutions and Changes

BMC Solutions

- > BMC® Application Problem Resolution
- > BMC® Asset Management
- > BMC® Atrium CMDB
- > BMC® Change Process Management
- > BMC® Desktop Patch Management
- > BMC® Desktop Software Configuration Management
- > BMC® Discovery
- > BMC® Identity Audit and Compliance BMC Server Patch Management
- > BMC® Server Software Configuration Management
- > BMC® Service Impact Management
- > BMC® User Administration and Provisioning



DELIVER AND SUPPORT (DS)

This domain is concerned with the actual delivery of required services, which includes not only service delivery, but also management of security and continuity, service support for users, and management of data and the operational facilities.

Typically addressed are the following management questions:

- > Are IT services being delivered in line with business priorities?
- > Are IT costs optimized?
- > Is the workforce able to use the IT systems productively and safely?
- > Are adequate confidentiality, integrity, and availability in place?

BMC Solution Fit

This section will examine all of the *Deliver and Support* control objectives, drilling deeper into the 12 of 13 objectives directly supported by BMC solutions:

- > **DS1** — Define and Manage Service Levels
- > **DS2** — Manage Third-Party Services
- > **DS3** — Manage Performance and Capacity
- > **DS4** — Ensure Continuous Service
- > **DS5** — Ensure Systems Security
- > **DS6** — Identify and Allocate Costs
- > **DS8** — Manage Service Desk and Incidents
- > **DS9** — Manage the Configuration
- > **DS10** — Manage Problems
- > **DS11** — Manage Data
- > **DS12** — Manage the Physical Environment
- > **DS13** — Manage Operations

BMC Solutions

- > BMC[®] Access Management
- > BMC[®] Analytics for CMDB and Asset Management
- > BMC[®] Application Performance and Availability Management
- > BMC[®] Application Problem Resolution
- > BMC[®] Asset Management
- > BMC[®] Atrium CMDB
- > BMC[®] Change Process Management
- > BMC[®] Dashboards for BSM
- > BMC[®] Data Backup and Recovery
- > BMC[®] Desktop Patch Management
- > BMC[®] Desktop Software Configuration Management
- > BMC[®] Discovery
- > BMC[®] Enterprise Scheduling
- > BMC[®] Event Management
- > BMC[®] Identity Audit and Compliance
- > BMC[®] Incident and Problem Process Management
- > BMC[®] Infrastructure Performance and Availability Management
- > BMC[®] Password Management
- > BMC[®] Performance Analysis and Capacity Management
- > BMC[®] Server Software Configuration Management
- > BMC[®] Service Impact Management
- > BMC[®] Service Level Management
- > BMC[®] Service Request Management
- > BMC[®] Server Patch Management
- > BMC[®] User Administration and Provisioning

MONITOR AND EVALUATE (ME)

This domain covers objectives that IT processes need for regular assessment of their quality and compliance with control requirements. It addresses performance management, monitoring of internal control, regulatory compliance, and providing governance.

This domain typically addresses the following management questions:

- > Is IT's performance measured to detect problems before it is too late?
- > Does management ensure that internal controls are effective and efficient?
- > Can IT performance be linked back to business goals?
- > Are risk, control, compliance, and performance measured and reported?

BMC Solution Fit

This section will examine all of the *Monitor and Evaluate* control objectives, which are all supported by BMC solutions:

- > **ME1** — Monitor and Evaluate IT Performance
- > **ME2** — Monitor and Evaluate Internal Control
- > **ME3** — Ensure Regulatory Compliance
- > **ME4** — Provide IT Governance

BMC Solutions

- > BMC® Analytics for CMDB and Asset Management
- > BMC® Atrium CMDB
- > BMC® Change Process Management
- > BMC® Dashboards for BSM
- > BMC® Infrastructure Performance and Availability Management
- > BMC® Service Impact Management
- > BMC® Service Level Management

CONCLUSION— BSM MAKES COMPLIANCE A RESULT OF RUNNING I.T. WELL

As your IT organization transitions to face the challenge of managing IT based on business priorities, you can use COBIT controls and Business Service Management solutions from BMC to help meet the challenge. COBIT provides the framework for setting business goals and objectives, and measuring the progress of how those goals are accomplished. BSM solutions from BMC provide you with the most effective approach for managing IT from the perspective of the business.

When you introduce solutions that enhance implementation and maintenance of COBIT controls enterprise-wide, you can better meet business objectives and deliver higher quality business services — at lower costs to your organization.

BMC offers solutions that enable you to control your IT environment and meet governance and compliance objectives, as defined by COBIT. BSM solutions from BMC help you automate IT controls; comply with government regulations, industry best practices, and internal policies; manage risk effectively; and improve overall business performance. These solutions help you manage IT based on business priorities, and align IT processes to business needs.

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About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. www.bmc.com.

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