



**UNIVERSITAS
KOMPUTER INDONESIA**

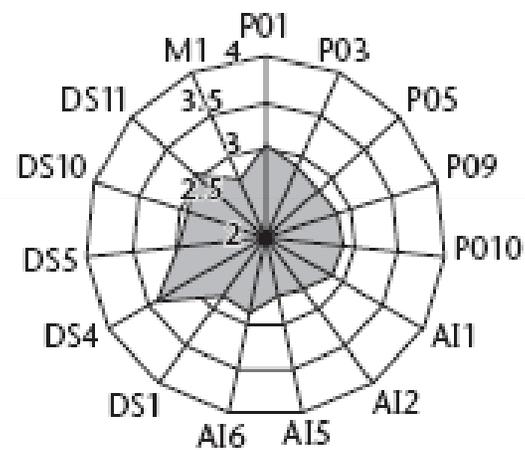


[ITG] Appendix J

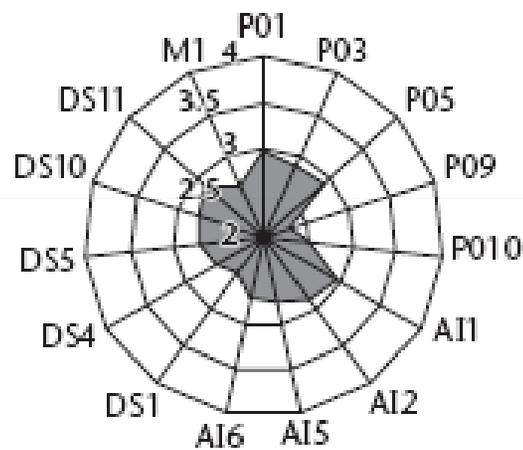
CHAPTER 10B: IS GOVERNANCE MATURITY MODEL RESULT

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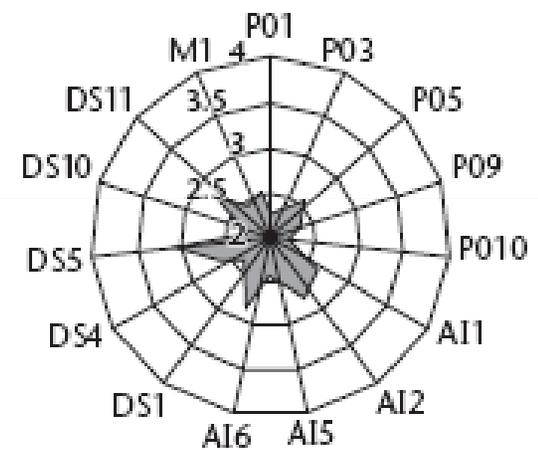
Exhibit J.1 Maturity Benchmark Survey by Industries



Financial Services



Retail/Marketing



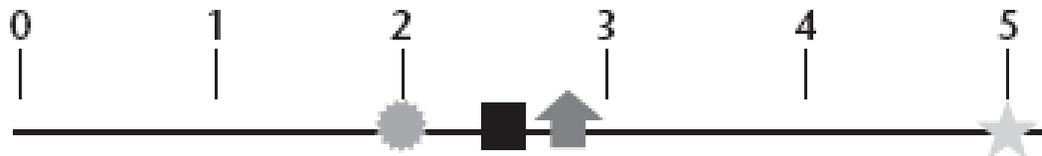
Public Sector

Exhibit J.2 The Important IT Processes

Plan and Organize	1	Define a strategic IT plan
PO	3	Determine the technological direction
PO	5	Manage the IT investment
PO	9	Assess risks
PO	10	Manage projects
Acquire and Implement	1	Identify solutions
AI	2	Acquire and maintain applications software
AI	5	Install and accredit systems
AI	6	Manage changes
Deliver and Support	1	Define service levels
DS	4	Ensure continuous service
DS	5	Ensure system security
DS	10	Manage problems and incidents
DS	11	Manage data
Monitor and Evaluate	1	Monitor the processes

Exhibit J.3 Maturity Definition

Nonexistent Initial Repeatable Defined Managed Optimized



LEGEND FOR SYMBOLS USED

-  Enterprise current status
-  International standard guidelines
-  Industry best practice
-  Enterprise strategy

LEGEND FOR RANKINGS USED

- 0 Nonexistent – Management processes are not applied at all
- 1 Initial – Processes are ad hoc and disorganized
- 2 Repeatable – Processes follow a regular pattern
- 3 Defined – Processes are documented and communicated
- 4 Managed – Processes are monitored and measured
- 5 Optimized – Best practices are followed and automated