

T-86.5180 IT Governance

Exam 19.12.2011

Write on every paper:

- T-86.5180 IT Governance
 - Family name, First names, Student ID and Department
 - Signature
1. Give short definitions (1-2 sentences) for the following (6p)
 - a. ValIT
 - b. SAM
 - c. IT BSC
 - d. RACI
 - e. Service Management
 - f. Compliance
 2. IT Governance
 - a. Define the terms of Corporate Governance, IT Governance and IT Management (3p)
 - b. What are the differences between them and how do they relate to each other in an organisation when it comes to alignment with the organisation strategy (3 p)
 3. CobiT process models, goals and metrics
 - a. Describe the process domains and their main content (names, activities, key questions addressed, etc.) (4p)
 - b. Goals and metrics and their relationships (2p)
 4. ITIL
 - a. Describe five core components in ITIL (short description, processes / key areas) (5p)
 - b. What is an Incident (in ITIL) (1p)
 5. Essay Question (write a short, 1-2 page essay) (6p)

The relationship between IT controls, audit and risk management

Why are they needed, for what, for who and how.

Conclude your analysis by listing existing risk management frameworks and their usefulness and how do you perceive their application in reality