

# Frameworks and methods helping IT organizations become more process centric and improve QoS

	ITIL	CMM	CobiT	Six Sigma	ISO 20000
What is it?	The IT Infrastructure Library is a customizable framework of best practises that promote quality IT service, build on a process-model view of controlling and managing operations. ITIL was originally developed by the UK government and has since matured into an internationally recognized standard.	The Capability Maturity Model is a method of evaluating and measuring the maturity of the software development process. Recent revisions (CMMI) provide guidance for improving organization process and manage the development, acquisition and maintenance of products and service	Control Objectives for Information and related Technology is a framework for information security and provides generally accepted IT control objectives to assist in developing appropriate IT governance and control	A data driven quality management program to control variations and thereby achieve high levels of quality.	A standard concerned primarily with the quality of IT Service Management. It provides the basis to fulfill customer requirements, regulatory requirements, enhance customer satisfaction, and pursue continual improvement
Focus	IT Operations – IT Service Management	Development	Governance and Control	Process Improvement	Processes Consistency
IT Specific	Yes	Yes	Yes	No	Yes
How it fits	Define and implement processes	Determine extent of process maturity	Provide process controls	Improve processes	Certify processes are being followed

# Frameworks and Methodologies

