

ITIL Components Mapped to State of Georgia PSGs

Source: British Standard ISO/IEC 20000

Common Term	Objective	International Standard	COBIT Control Objective		Applicable State PSG
Continuous Service Improvement	The service provider has implemented a policy on service improvement	BS ISO/IEC 20000 4.4.1	PO4.1	IT process framework	SM-10-006 Performance Lifecycle Framework SM-10-007 Performance Lifecycle Management SM-10-008 Performance Lifecycle Stage Gate GM-11-001 Performance Lifecycle Management Guidelines
			PO8.2	IT standards and quality practices	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO8.5	Continuous improvement	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.1	Monitoring approach	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.2	Definition and collection of monitoring data	SS-08-053 Information Technology Reporting
			ME1.3	Monitoring method	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.4	Performance assessment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.5	Board and executive reporting	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.6	Remedial actions	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME4.1	Establishment of an IT governance framework	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS1.5	Monitoring and reporting of service level achievements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.2	Current performance and capability	There are no PSGs published for this topic; however, the topic is under review for future PSGs

			DS8.5	Reporting and trend analysis	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO8.5	Continuous improvement	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Service Level Management	The service delivery process is defined, agreed upon with customers and managed to specified levels of service	BS ISO/IEC 20000 6.1	AI2.2	Detailed service design	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO8.4	Customer focus	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS1.1	Service level management framework	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS1.3	Service level agreements	SM-14-010 Terms and Conditions for Cloud Services
			DS1.4	Operating level agreements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS1.5	Monitoring and reporting of service level achievements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS1.6	Review of service level agreements and contracts	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.4	Performance assessment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Customer Relationship Management	The service provider manages a good relationship between the service provider and customers based on understanding the customers and the customers' business drivers	BS ISO/IEC 20000 7.2	PO8.4	Customer focus	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO4.15	Relationships	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI5.2	Supplier contract management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS1.5	Monitoring and reporting of service level achievements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS2.2	Supplier relationship management	There are no PSGs published for this topic; however, the topic is under review for future PSGs

			ME1.2	Definition and collection of monitoring data	SS-08-053 Information Technology Reporting
Supplier Management	The suppliers are managed to ensure the provision of seamless, quality services	BS ISO/IEC 20000 7.3	DS2.1	Identification of all supplier relationships	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS2.2	Supplier relationship management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS2.3	Supplier risk management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS2.4	Supplier performance monitoring	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI5.2	Supplier contract management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI5.3	Supplier selection	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Service Reporting	Service reports are prepared and used for informed decision making and communication	BS ISO/IEC 20000 6.2	DS1.5	Monitoring and reporting of service level achievements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.5	Board and executive reporting	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Information Technology Service Continuity Management (ITSCM)	The service provider uses a process to ensure service continuity targets agreed upon with customers	BS ISO/IEC 20000 6.3	PO9.1	IT risk management framework	PS-08-031 Information Security - Risk Management SS-08-041 Risk Management Framework
			PO9.2	Establishment of risk context	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO9.3	Event identification	PS-08-004 Computer Security Incident Management SS-08-004 Incident Response and Reporting
			PO9.4	Risk assessment	SS-08-042 Independent Security Assessment
			PO9.5	Risk response	SS-12-002 Non-State Technology and Computing Devices
			PO9.6	Maintenance and monitoring a risk action plan	PS-08-003 Appropriate Use of IT Assets SS-08-001 Appropriate Use and Monitoring

			AI1.2	Risk analysis report	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS4.1	IT continuity framework	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS4.2	IT continuity plans	PS-08-025 Business Continuity and Disaster Recovery SS-08-045 Contingency Planning
			DS4.3	Critical IT resources	SS-08-046 Disaster Recovery - System Backups
			DS4.5	Testing the IT continuity plan	PS-08-025 Business Continuity and Disaster Recovery
			DS4.6	IT continuity plan training	PS-08-025 Business Continuity and Disaster Recovery
			DS4.7	Distribution of the IT continuity plan	PS-08-025 Business Continuity and Disaster Recovery
			DS4.8	IT services recovery and resumption	PS-08-025 Business Continuity and Disaster Recovery
			DS4.9	Offsite backup storage	PS-08-026 Media Controls GM-13-001 Retention of Data Backup Media and Records Management Media
			DS4.10	Post-resumption review	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Availability Management	The service provider uses a process to ensure availability targets agreed upon with customers	BS ISO/IEC 20000 6.3	DS3.4	IT resources availability	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.5	Monitoring and reporting	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS4.3	Critical IT resources	SS-08-046 Disaster Recovery - System Backups
			DS4.8	IT services recovery and resumption	PS-08-025 Business Continuity and Disaster Recovery
Capacity Management	The service provider has implemented processes to ensure sufficient capacity to meet current and future agreed demands of the customers'	BS ISO/IEC 20000 6.5	PO3.3	Monitoring of future trends and regulations	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI1.1	Definition and maintenance of business functional and technical requirements	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	business needs		DS1.5	Monitoring and reporting of service level achievements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.1	Performance and capacity planning	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.2	Current performance and capacity	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.3	Future performance and capacity	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.4	IT resources availability	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.5	Monitoring and reporting	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.2	Job scheduling	SO-14-001 IBM Batch Job Processing SO-04-003 IBM Mainframe Production Acceptance - Batch Jobs
			DS13.3	IT infrastructure monitoring	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Service Catalog Management	A service catalog should define all services. It should be easily accessible and widely available for both customers and support staff	BS ISO/IEC 20000 6.1.1	DS1.2	Definition of services	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS6.1	Definition of services	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Information Technology Security Management (ITSM)	The service provider manages information security effectively within all service activities	BS ISO/IEC 20000 6.6	DS5.1	Information security management in state governance framework	PS-08-005 Enterprise Information Security Charter SS-08-006 Information Security Management Organization
			DS5.2	IT security plan	PS-08-012 Data and Asset Categorization PS-08-029 Security Controls Review and Assessments SS-08-002 Classification of Personal Information SS-08-014 Data Categorization - Impact Levels

			AI3.2	Infrastructure resource protection and availability	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS5.6	Security incident definition	PS-08-004 Computer Security Incident Management SS-08-004 Incident Response and Reporting
Incident Management	The service provider responds to service and service request incidents as soon as possible	BS ISO/IEC 20000 8.2	DS8.1	Service desk	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.2	Registration of customer queries	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.3	Incident escalation	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.4	Incident closure	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Request Fulfillment	The service provider manages customer and user requests that are part of normal operations		AI6.2	Impact assessment, prioritization and authorization	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.5	Change closure and documentation	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.8	Promotion to production	SA-10-001 Placing Applications into Production SA-10-009 Deployment Certification SS-08-032 System Implementation and Acceptance
			AI7.9	Post-implementation review	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.2	Registration of customer queries	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Event Management	The service provider uses event management to monitor all events that occur through the IT infrastructure as part of normal operation. Exceptions are		DS3.2	Current performance and capacity	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.1	Service desk	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.2	Registration of customer queries	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	escalated.		DS8.3	Incident escalation	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.4	Incident closure	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS8.5	Reporting and trend analysis	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.3	IT infrastructure monitoring	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Problem Management	The service provider practices proactive identification and analysis of the cause of incidents and manages problems to closure	BS ISO/IEC 20000 8.3	DS10.1	Identification and classification of problems	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS10.2	Problem tracking and resolution	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS10.3	Problem closure	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI2.4	Application security and availability	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI4.4	Knowledge transfer to operations and support staff	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Configuration Management	The service provider defines and controls the components of service and infrastructure, and maintains accurate configuration information	BS ISO/IEC 20000 9.1	DS9.1	Configuration repository and baseline	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS9.2	Identification and maintenance of configuration items	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS9.3	Configuration integrity review	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Change Management	The service provider ensures all changes are assessed, approved, implemented and reviewed in a	BS ISO/IEC 20000 9.2	AI6.1	Change standards and procedures	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.2	Impact assessment, prioritization and	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	controlled manner.			authorization	
			AI6.3	Emergency changes	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.5	Change closure and documentation	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO4.5	IT organizational structure	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Release Management	The service provider delivers and tracks changes in a release or services, systems, software and hardware into the live environment	BS ISO/IEC 20000 10.1	PO8.1	Quality management system	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI3.4	Feasibility test environment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI4.1	Planning for operational solutions	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.1	Training	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.3	Implementation plan	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.4	Test environment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.6	Testing of changes	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.7	Final acceptance test	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.8	Promotion to production	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.9	Post-implementation review	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Service Transition	Service Transition requires common framework and		PO4.1	IT process framework	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	standards		PO4.11	Segregation of duties	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO8.2	IT standards and quality practices	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO8.3	Development and acquisition standards	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO8.4	Customer focus	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO9.3	Event identification	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO10.3	Project management approach	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO10.4	Stakeholder commitment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO10.1 1	Project resources	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI1.1	Project change control	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI1.3	Definition and maintenance of business functional and technical requirements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI2.9	Applications requirements management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI4.1	Planning for operational solutions	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI4.2	Knowledge transfer to business management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI4.3	Knowledge transfer to end users	There are no PSGs published for this topic; however, the topic is under review for future PSGs

			AI4.4	Knowledge transfer to operations and support staff	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.1	Change standards and procedures	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.4	Change status tracking and reporting	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.3	Implementation plan	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.4	Test environment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.6	Testing of changes	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.9	Post-implementation review	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Service Validation and Testing	Service Validation and Testing ensures that a new or changed service is fit for purpose and fit for use		PO9.4	Risk assessment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			PO9.5	Risk reponse	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.2	Test plan	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.6	Testing changes	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.7	Final acceptance test	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI3.4	Feasibility test environment	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.2	Impact assessment, prioritization and authorization	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI7.9	Post-implementation review	There are no PSGs published for this topic; however, the topic is under review for future PSGs

			ME1.1	Monitoring approach	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			ME1.3	Monitoring method	There are no PSGs published for this topic; however, the topic is under review for future PSGs
Access Management	Processes to allow authorized user to have access to services		DS5.3	Identity management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS5.4	User account management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS5.5	Security testing, surveillance and monitoring	There are no PSGs published for this topic; however, the topic is under review for future PSGs
IT operations management structure	Operational processes include console management, operations bridge, job scheduling, backup and restoration, print and output		DS4.9	Offsite backup storage	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS11.5	Backup and restoration	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.2	Job scheduling	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.3	IT infrastructure monitoring	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.4	Sensite documents and output devices	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Mainframe management		DS13.2	Job scheduling	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.5	Preventive maintenance for hardware	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Server management and support, OS support, license management, third-level support, procurement advice, system security, virtualization,		AI3.2	Infrastructure resource protection and availability	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI3.3	Infrastructure maintenance	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS3.2	Current performance and capacity	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	capacity and performance, routine activities, maintenance, decommissioning and disposal		DS5.7	Protection of security technology	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS9.3	Configuration integrity review	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.5	Preventive maintenance for hardware	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Network management, WANs, LANs, MANs, service providers, support and maintenance, DNS management, intrusion detection management, VOIP		AI3.3	Infrastructure maintenance	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS5.1	Network security	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	On-line storage and backup		DS11.2	Storage and retention arrangements	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Database administration, relation to application management, functions and responsibilities		AI3.3	Infrastructure maintenance	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Desktop support, policies, standardization, maintenance, interface to release management, support and configuration control		DS8.3	Incident escalation	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS13.1	Operations procedures and instructions	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Middleware management, integration of		AI3.3	Infrastructure maintenance	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	software components, functionality and activities		AC6	Transaction authentication and integrity	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Internet/web management, architecture, design, testing, implementing, maintaining, supporting, interfact to content providers and suppliers, back-end apps, website performance issues, information security management		AI3.3	Infrastructure maintenance	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Facilities and data center management, building management, power management, environmental controls, safety, physical security, shipping and receiving, maintenance,interf ace to contract management		DS12.5	Physical facilities management	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Information security management and service operation. Information security roles in		PO4.11	Segregation of duties	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS5.1	Management of IT security	There are no PSGs published for this topic; however, the topic is under review for future PSGs

	service operation, and interfaces to informations security management in other parts of the lifecycle		DS5.5	Security testing, surveillance and monitoring	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS7.1	Identification of education and training needs	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	Improvement of operational activities, sutomation, reviewing temporary fixes, operational audits, communication, education and training		PO8.5	Continuous improvement	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			DS7.1	Identification of education and training needs	There are no PSGs published for this topic; however, the topic is under review for future PSGs