

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	<a href="#">PO-09-002 Management of IT Operations</a> <a href="#">SM-10-006 Performance Lifecycle Framework</a> <a href="#">SM-10-007 Performance Lifecycle Management</a> <a href="#">SM-10-008 Performance Lifecycle Stage Gate</a> <a href="#">GM-11-001 Performance Lifecycle Management Guidelines</a>
			PO8.2	IT standards and quality practices	<a href="#">PM-04-001 Information Technology Policies and Standards</a> <a href="#">PS-08-005 Enterprise Information Security Charter</a>
			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	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
			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	<a href="#">SS-08-053 Information Technology Reporting</a>
			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	<a href="#">PM-04-001 Information Technology Policies and Standards</a> <a href="#">PS-08-005 Enterprise Information Security Charter</a> <a href="#">SM-11-007 Exemption from State Policies and Standards</a>

			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	<a href="#">PM-06-001 Information Technology Review Policy</a> <a href="#">SM-08-103 Information Technology Review (eAPR)</a> <a href="#">SM-14-008 GTA endorsement of Proposed Technology Procurement</a> <a href="#">GM-14-011 Guideline for Obtaining GTA's Endorsement of Proposed Technology</a> <a href="#">SM-14-010 Terms and Conditions for Cloud Services</a> <a href="#">SM-05-001 Telecommunications Technology Review</a> <a href="#">PM-04-002 Acquisition and Use of Telecommunications Services and Equipment</a> <a href="#">GM-15-004 Mobile Device Management Guidelines</a> <a href="#">SO-10-003 Enterprise Operational Environment</a> <a href="#">SM-11-007 Exemption from State Policies and Standards</a> <a href="#">SM-14-010 Terms and Conditions for Cloud Services</a>
			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	<a href="#">SM-14-010 Terms and Conditions for Cloud Services</a>
			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	<a href="#">SM-15-001 Data Steward</a>
			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	<a href="#">SM-14-010 Terms and Conditions for Cloud Services</a>
			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	<a href="#">SS-08-053 Information Technology Reporting</a>
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	<a href="#">PS-08-014 Personnel Security</a> <a href="#">PS-08-011 Third Party Access</a> <a href="#">SS-08-017 Personnel Identity Verification and Screening</a> <a href="#">SS-08-011 Third-Party Security Requirements</a>
			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	<a href="#">SM-14-010 Terms and Conditions for Cloud Services</a>

			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	<a href="#">PS-08-031 Information Security - Risk Management</a> <a href="#">SS-08-041 Risk Management Framework</a>
			PO9.2	Establishment of risk context	<a href="#">PS-08-031 Information Security - Risk Management</a> <a href="#">SS-08-041 Risk Management Framework</a>
			PO9.3	Event identification	<a href="#">PS-08-004 Computer Security Incident Management</a> <a href="#">SS-08-004 Incident Response and Reporting</a>
			PO9.4	Risk assessment	<a href="#">SS-08-042 Independent Security Assessment</a>
			PO9.5	Risk response	<a href="#">SS-12-002 Non-State Technology and Computing Devices</a>
			PO9.6	Maintenance and monitoring a risk action plan	<a href="#">PS-08-003 Appropriate Use of IT Assets</a> <a href="#">SS-08-001 Appropriate Use and Monitoring</a>
			AI1.2	Risk analysis report	<a href="#">SS-08-041 Risk Management Framework</a>
			DS4.1	IT continuity framework	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a> <a href="#">SS-08-045 Contingency Planning</a>
			DS4.2	IT continuity plans	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a> <a href="#">SS-08-045 Contingency Planning</a>
			DS4.3	Critical IT resources	<a href="#">SS-08-046 Disaster Recovery - System Backups</a>
			DS4.5	Testing the IT continuity plan	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a>
			DS4.6	IT continuity plan training	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a>
DS4.7	Distribution of the IT continuity plan	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a>			

			DS4.8	IT services recovery and resumption	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a>
			DS4.9	Offsite backup storage	<a href="#">PS-08-026 Media Controls</a> <a href="#">GM-13-001 Retention of Data Backup Media and Records Management Media</a>
			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	<a href="#">SS-08-046 Disaster Recovery - System Backups</a>
			DS4.8	IT services recovery and resumption	<a href="#">PS-08-025 Business Continuity and Disaster Recovery</a>
Capacity Management	The service provider has implemented processes to ensure sufficient capacity to meet current and future agreed demands of the customers' business needs	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
			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	<a href="#">SO-14-001 IBM Batch Job Processing</a> <a href="#">SO-04-003 IBM Mainframe Production Acceptance - Batch Jobs</a>
			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	<a href="#">PS-08-005 Enterprise Information Security Charter</a> <a href="#">SS-08-006 Information Security Management Organization</a> <a href="#">SM-15-001 Data Steward</a>
			DS5.2	IT security plan	<a href="#">PS-08-012 Data and Asset Categorization</a> <a href="#">PS-08-029 Security Controls Review and Assessments</a> <a href="#">SS-08-002 Classification of Personal Information</a> <a href="#">SS-08-014 Data Categorization - Impact Levels</a>
			AI3.2	Infrastructure resource protection and availability	<a href="#">SS-08-015 Facilities Security</a>
			DS5.6	Security incident definition	<a href="#">PS-08-004 Computer Security Incident Management</a> <a href="#">SS-08-004 Incident Response and Reporting</a>
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	<a href="#">SS-08-004 Incident Response and Reporting</a>
			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	<a href="#">SA-10-001 Placing Applications into Production</a> <a href="#">SA-10-009 Deployment Certification</a> <a href="#">SS-08-032 System Implementation and Acceptance</a>
			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 escalated.		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	<a href="#">PS-08-004 Computer Security Incident Management</a> <a href="#">SS-08-004 Incident Response and Reporting</a>
			DS8.3	Incident escalation	<a href="#">PS-08-004 Computer Security Incident Management</a> <a href="#">SS-08-004 Incident Response and Reporting</a>
			DS8.4	Incident closure	<a href="#">PS-08-004 Computer Security Incident Management</a> <a href="#">SS-08-004 Incident Response and Reporting</a>
			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	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

	analysis of the cause of incidents and manages problems to closure		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 controlled manner.	BS ISO/IEC 20000 9.2	AI6.1	Change standards and procedures	<a href="#">PS-08-015 Change Management</a> <a href="#">SS-08-026 Operational Change Control</a>
			AI6.2	Impact assessment, prioritization and authorization	There are no PSGs published for this topic; however, the topic is under review for future PSGs
			AI6.3	Emergency changes	<a href="#">SS-08-026 Operational Change Control</a>
			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,	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



	software and hardware into the live environment		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	<a href="#">PS-08-020 Separation of Production and Test Environments</a> <a href="#">SS-08-031 Separate Production and Development Environments</a>
			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	<a href="#">SA-10-001 Placing Applications into Production</a> <a href="#">SS-08-027 System Operations Documentation</a>
			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 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	<a href="#">PM-04-002 Acquisition and Use of Telecommunications Services and Equipment</a> <a href="#">SM-05-001 Telecommunications Technology Review</a> <a href="#">PM-06-001 Information Technology Review Policy</a> <a href="#">SM-08-103 Information Technology Review (eAPR)</a> <a href="#">SM-14-008 GTA Endorsement of Proposed Technology Procurement</a> <a href="#">GM-14-011 Guideline for Obtaining GTAs Endorsement of Proposed Technology Procurement</a>			

				<a href="#">SM-11-007 Exemption from State Policies and Standards</a> <a href="#">SM-14-010 Terms and Conditions for Cloud Services</a>	
			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	<a href="#">SM-10-006 Performance Lifecycle Framework</a> <a href="#">SM-10-007 Performance Lifecycle Management</a> <a href="#">GM-11-001 Performance Lifecycle Management Guideline</a> <a href="#">SM-10-008 Performance Lifecycle Stage Gate</a>
			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	<a href="#">SS-08-027 System Operations Documentation</a>

			AI6.1	Change standards and procedures	<a href="#">PS-08-015 Change Management</a> <a href="#">SS-08-026 Operational Change Control</a>
			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	<a href="#">SA-10-001 Placing Applications into Production</a> <a href="#">SS-08-027 System Operations Documentation</a>
			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	<a href="#">PS-08-031 Information Security – Risk Management</a> <a href="#">SS-08-041 Risk Management Framework</a>
			PO9.5	Risk response	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	<a href="#">PS-08-009 Access Control</a> <a href="#">SS-08-010 Authorization and Access Control Management</a>
			DS5.4	User account management	<a href="#">PS-08-009 Access Control</a> <a href="#">SS-08-010 Authorization and Access Control Management</a>
			DS5.5	Security testing, surveillance and monitoring	<a href="#">PS-08-029 Security Controls Review and Assessments</a> <a href="#">SS-08-042 Independent Security Assessments</a>
IT operations management structure	Operational processes include console management, operations bridge, job scheduling, backup and restoration, print and output		DS4.9	Offsite backup storage	<a href="#">SS-15-002 Data Storage Location</a> <a href="#">GM-13-001 Data Backup Media and Records Management Media</a>
			DS11.5	Backup and restoration	<a href="#">GM-13-001 Data Backup Media and Records Management Media</a>
			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	<a href="#">PS-08-022 Security Log Management</a> <a href="#">SS-08-036 Log Management Infrastructure</a>
			DS13.4	Sensitive 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	<a href="#">SO-04-001 IBM Mainframe Batch Job Scheduling</a>
			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			AI3.2	Infrastructure resource protection and availability	<a href="#">PS-08-002 Accountability of Assets</a> <a href="#">PS-08-012 Data and Asset Categorization</a> <a href="#">SS-08-043 Media Protection and Handling</a> <a href="#">SS-08-047 Network Security – Boundary Protection</a> <a href="#">PS-08-024 Use of Cryptography</a> <a href="#">SS-08-040 Cryptographic Controls</a>

security, virtualization, capacity and performance, routine activities, maintenance, decommissioning and disposal	AI3.3	Infrastructure maintenance	<a href="#">SS-08-035 Media Sanitization – Vendor Return</a> <a href="#">SS-08-034 Surplus Electronic Media Disposal</a>
	DS3.2	Current performance and capacity	There are no PSGs published for this topic; however, the topic is under review for future PSGs
	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	<a href="#">PS-08-027 Network Security Controls</a> <a href="#">PS-08-030 Network Security – Information Flow</a> <a href="#">SS-08-047 Network Security – Boundary Protection</a> <a href="#">SS-08-048 Network Access and Session Controls</a>
On-line storage and backup	DS11.2	Storage and retention arrangements	<a href="#">SS-15-002 Data Storage Location</a> <a href="#">GM-13-001 Data Backup Media and Records Management Media</a>
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	<a href="#">SO-03-010 Workstation Operating System</a>

Middleware management, integration of software components, functionality and activities		AI3.3	Infrastructure maintenance	<a href="#">SA-07-020 Integration Middleware</a>
		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, interface to content providers and suppliers, back-end apps, website performance issues, information security management		AI3.3	Infrastructure maintenance	<a href="#">SA-03-007 Georgia.Gov Domain Name</a> <a href="#">SA-03-005 Georgia.Gov Intellectual Property Display</a> <a href="#">SA-03-008 Georgia.Gov Linking</a> <a href="#">SA-14-001 Website Accessibility</a> <a href="#">SA-14-002 Website Branding</a> <a href="#">GM-14-005 Website Guidelines</a>
Facilities and data center management, building management, power management, environmental controls, safety, physical security, shipping and receiving, maintenance, interface 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	<a href="#">SS-08-006 Information Security Management Organization</a>

	service operation, and interfaces to information security management in other parts of the lifecycle		DS5.5	Security testing, surveillance and monitoring	<a href="#">PS-08-029 Security Controls Review and Assessments</a> <a href="#">SS-08-042 Independent Security Assessments</a>
			DS7.1	Identification of education and training needs	<a href="#">PS-08-010 Security Awareness Program</a> <a href="#">SS-08-012 Security Education and Awareness</a>
	Improvement of operational activities, automation, 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	<a href="#">PS-08-010 Security Awareness Program</a> <a href="#">SS-08-012 Security Education and Awareness</a>