

IT-CMF : 36 critical processes to run an IT organisation

Managing IT Like a Business

- LG IT Leadership & Governance
- BM Business Process Mgmt
- BP Business Planning
- SP Strategic Planning
- DS Demand & Supply Mgmt
- CP Capacity Forecasting & Planning
- RM Risk Management
- AA Accounting & Allocation
- OP Organisation Planning & Design
- SO Sourcing
- RM Resource Mgmt
- IM Innovation Mgmt
- PQ Performance & Quality Mgmt
- SA Service Analytics & Intelligence

Managing the IT Budget

- FF Funding and Financing
- BM Budget Management
- PP Portfolio Planning & Prioritisation
- BO Budget Oversight & Performance analysis

Delivering IT Capability

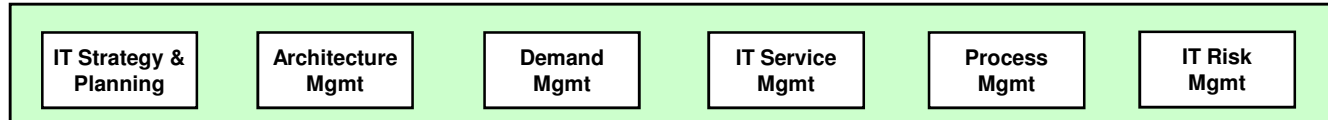
- EA Enterprise Architecture
- IM Infrastructure Mgmt
- PA People Asset Mgmt
- IC Intellectual Capital Mgmt
- RA Relationship Asset Mgmt
- RD Research, Development & Engineering
- SD Solutions Delivery
- SP Service Provisioning
- UM User Mgmt & Training
- UA User Experience Design
- PM Program & Project Mgmt
- SM Supplier Mgmt
- VC Value Chain Mgmt
- CA Capability Assessment & Mgmt

Realizing & Assessing Value

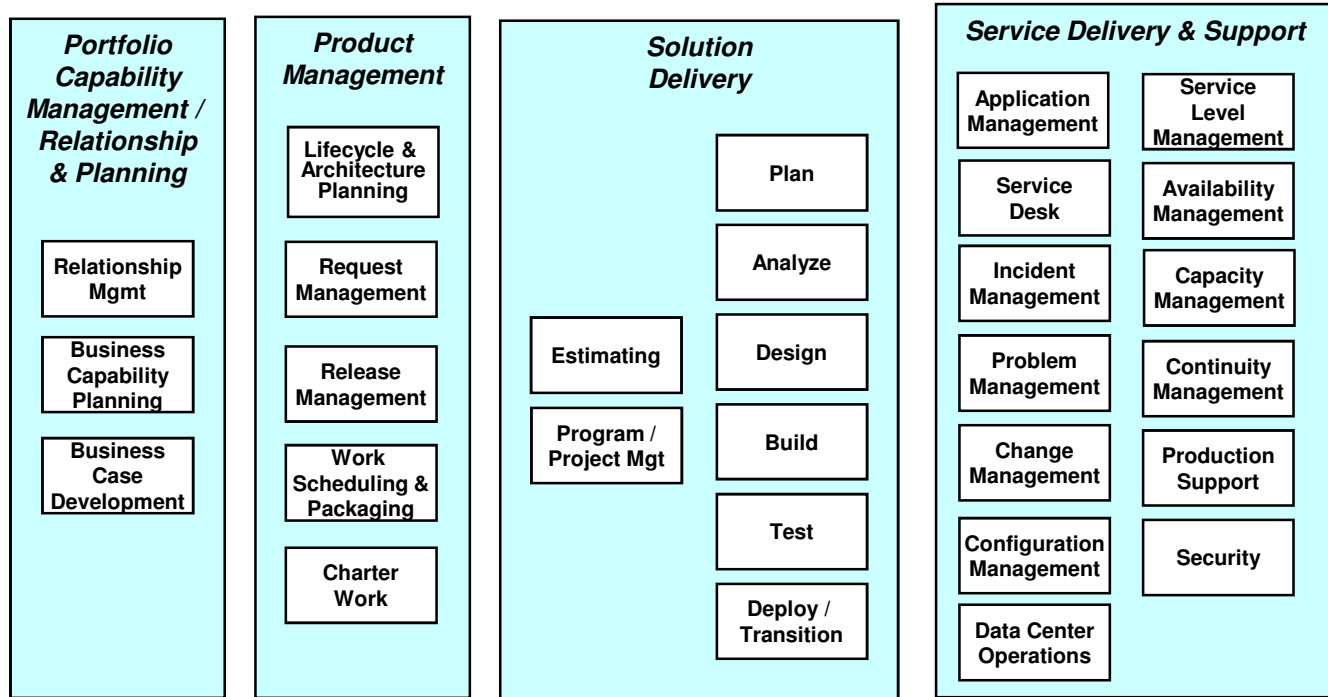
- TC Total Cost of Ownership Mgmt
- BR Benefits Assessment & Realisation
- PM Portfolio Mgmt
- IP Investment Analysis and Intelligence

Accenture - CIO Process Map

Strategic Processes



Value Chain Processes



Resource & Compliance Processes

