

Discussão de tese de mestrado sobre gestão do risco no ITIL

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Dissertação MEIC-A: Modelo de Gestão de Riscos Empresarial

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Abstract: ITIL is considered a framework of best practice guidance for IT Service Management and it is widely used in the business world. In spite of this, ITIL has some gaps in Risk Management specification. In fact, there is only a coordination of exercises instead of a clear and owned process, which can limit the efficiency of ITIL's implementation in organizations. The present thesis approaches this problem and compares IT risk management in ITIL to other IT Governance and service management frameworks. Despite ITIL stating that risk should be identified, measured and mitigated, it is not clear on how to proceed (since no actual process is defined on how to deal with risk). To solve this, we propose to map the M_o_R risk management framework in ITIL, mapping every M_o_R process, and adopting a strong risk management, which is based on specific guidelines without changing the framework. Besides this, we propose the introduction of new elements in the risk management ITIL process, such as KRIs and a new process responsible for defining risk management that can help guide risk in other processes. With this model we present its theoretical application in Disney's ITIL implementation and some experts' evaluation of the model. Finally, we suggest a proposal for future work.

Keywords: Risk Management, ITIL, M_o_R, KRI, risk.