
Benefit Management [1]
Implement a process to monitor the benefits from providing and maintaining appropriate IT capabilities. IT's contribution to the business, either as a component of IT-enabled investments or as part of regular operational support, should be identified and documented in a business case, agreed to, monitored and reported. Reports should be reviewed and, where there are opportunities to improve IT's contribution, appropriate actions should be defined and taken. Where changes in IT's contribution impact the service or where changes to other related projects impact the service, the service business case should be updated.

There are no PSGs published for this topic; however, the topic is under review for future PSGs.

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