

Section 1: An Overview of the Maturity Model

- The stakeholders and their expectations
- Why, when and how use the maturity model
- Strategic planning and maturity requirements
- Group discussion: Stakeholder's expectations Section

Section 2: The Matrix Components

- Five levels of maturity
- Six essential components
- Self-assessment steps
- Visualization power and benchmarking Case Study Section

Section 3: Putting the Model Into Action – Key Process Areas

- Methodology
- Service and role of internal auditing
- Performance
- People management
- Performance
- Professional practices
- Performance
- Performance management and accountability
- Performance
- Organizational relationship and culture
- Performance
- Governance structure
- Performance Section

Section 4: Continuous Improvement Opportunities

- What is the model telling you?
- How to leverage the model to improve the function
- The importance of fostering and strengthening stakeholder relationship