IT TECHNOLOGY

TIPA

Context

"If you can't measure it, you can't improve it"

IT processes make up an essential part of the infrastructure of most companies, which rely on them as the basis for their everyday operations. It is therefore vital for these processes to operate smoothly and efficiently. But how can the state of these processes be objectively measured? How can organizations identify the weaknesses and the potential opportunities for improvement of their IT processes? The market needed a robust, objective, open and vendor neutral solution for the reliable assessment of processes, whatever the field of activity or type of organization.

Overview

Based on the ISO standard for process assessment (ISO/IEC 15504-33000), TIPA offers a structured approach to determining the capability of processes by measuring to what extent they are performed, managed, established, predictable or continuously optimized.

Initially developed by the Public Research Centre Henri Tudor, now part of the Luxembourg Institute of Science and Technology (LIST), the TIPA framework helps organizations to get a clear view of their current practices in a particular domain by comparing these practices to the state of the art, so that the current status of the processes can be measured and appropriate suggestions for process improvement made.

Initially developed for the assessment of ITIL® processes, TIPA can now be used to assess processes of various disciplines including IT Service Management, Information Security Management, or Electronic Record Management. Moreover, TIPA is a modular framework that makes it possible to perform assessments across several of these domains. Thus, by combining different process descriptions, TIPA can be used to assess, in one go, the processes of an integrated management system (based on ISO/IEC 20000, ISO/IEC 27001, and ISO 9001 for example).

Benefits

TIPA is a turnkey solution for IT process assessment that:

- is an open, standards-based process assessment framework
- is a generic framework that can be used to assess any quality characteristic of a process (capability, safety, security…)
- is applicable to processes of any domain
- relies on a set of ready-to-use public (ISO/IEC 20000, ISO/IEC 27001, ISO/IEC 12207, etc.) and private (ITIL®, PSDC, Cobit 5, etc.) process assessment models
- is vendor neutral
- is a scalable method (offers 3 classes of assessment)
- provides assessment results that can be benchmarked with other TIPA and ISO/IEC 15504 assessments
- is supported by an exhaustive toolbox that provides templates and tools for every single step of the assessment process

Potential Applications

TIPA is aimed at companies and allows you to:

- compare your processes with the state of the art
- determine your process capability
- identify the strengths, weaknesses, and areas of improvement of processes
- structure the improvement initiative and set up priorities
- support the integration of multiple management systems
- monitor the progress and demonstrate the merits of improvement actions
- benchmark your processes against those of your partners
- benchmark your processes against those of your competitors
- support provider selection according to business goals and customer requirements

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Further Information

- Official website: www.tipaonline.org
- TIPA LinkedIn group
- Wikipedia article
- ITSM Process Assessment Supporting ITIL book
- TIPA videos and webinars

Documentation

- TIPA for ITIL brochure

Intellectual Property

- TIPA is now a registered trademark of the Luxembourg Institute of Science and Technology (LIST).
- TIPA is registered at the Benelux Office for Intellectual Property, i-DEPOT 49862, 53173, 64793.

Collaboration Types

- License Agreement
- Transfer of Knowledge
- Joint further development
- Commercial Agreement with Technical Assistance

Contact

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