

## TIPA

A turnkey solution for IT process assessment.



# TIPA

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### Inspiration

Today, IT processes form an essential part of the infrastructure of most companies, which rely on them as a base for everyday operations. It is vital for these processes to operate smoothly and efficiently while avoiding the all-too-familiar server crash. But how can companies assess the state of their many IT processes and their readiness to cope with challenging situations? A product developed by CRP Henri Tudor and now maintained by LIST: TIPA for ITIL®, provides a turnkey solution for IT service management process assessment.

AIDA, a CRP Henri Tudor project that ran from 2003 to 2008, developed an ISO-based method for performing IT service management process assessments, resulting in an internationally-recognised framework for assessing the maturity of IT service management processes within companies. TIPA is a direct continuation of this project, created with the aim of making the framework available commercially through technology transfer.

### Innovation

The resulting product, TIPA for ITIL®, successfully combines the well-known ISO/IEC 15504-33000 standard for process assessment with ITIL, a set of best practices for IT Service Management, to provide companies with an effective assessment solution. A team of TIPA-certified assessors carries out an interview-based assessment within a company to gather information concerning the performance and maturity of its IT service management processes, and prepares a process assessment report with concrete recommendations for process improvement. Processes are mapped on a maturity scale from 'incomplete' to 'optimised', giving the company a clear view of their IT service management processes and the ability to set goals for improvement.

### Impact

As a flexible assessment solution that can be adapted to a company of any size, TIPA for ITIL® fills an important niche in the IT service provider market. Following a TIPA assessment, companies have the insight needed to re-engineer and improve their IT service management processes, allowing them to reduce costs and become more efficient.

The project's successful evolution from methodology-based research to commercial product is significant for research and development in Luxembourg as it was conceived of, initiated and developed entirely within Tudor. The experience gained from TIPA will prove valuable for future technology transfer projects and brings visibility to the potential for local development. The continued evolution of TIPA is ensured through a series of follow-up projects that focus on promoting its recognition as an international de facto standard for IT service systems management process assessment, and adapting the TIPA product line to target new domains (data archiving, information security, management systems).

## Partners

Van Haren Publishing (NL) , ITpreneurs (NL)

### Contact

5, avenue des Hauts-Fourneaux  
L-4362 Esch-sur-Alzette  
phone: +352 275 888 - 1 | LIST.lu

Béatrix BARAFORT ([beatrice.barafort@list.lu](mailto:beatrice.barafort@list.lu))  
Alain RENAULT ([alain.renault@list.lu](mailto:alain.renault@list.lu))  
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