



TIPA Assessor for ITIL Course

Virtual Classroom

Friday – Sunday, September 16 - 18, 2011

Certified TIPA® Assessors for ITIL are skilled professionals who conduct IT process maturity assessments in organizations that use ITIL. The TIPA Assessor for ITIL course prepares these professionals for taking and passing the TIPA Assessor for ITIL Certification Exam.

The course provides a great insight into the concepts and keys components of TIPA that will enable them to participate in assessments projects under the supervision of a TIPA Lead Assessor.

Overall, this three day classroom course helps to build the participants' skills in:

- conducting TIPA related interviews and rating processes according to the TIPA rating scheme
- analyzing the process assessment results and drawing conclusions about the process maturity

During the three days, the participants cover the theoretical concepts of TIPA by attending interactive lectures on the roles of a TIPA Assessment project and each of the six phases of an assessment project. The participants learn to “apply” their knowledge through a combination of assignments and a simulation exercise in which they role-play through an assessment project by performing interviews, rating the assessments, and presenting the results.

Course Description:

This 3-day course equips the participant with the ability to perform a process-assessment based on the TIPA methodology for ITIL®, under the leadership of a TIPA Lead Assessor. The course enables participants to make use of the tools provided in the TIPA toolbox, prepares participants for conducting interviews, assess and rate process or processes, and determine the current ITSM process maturity, write the assessment report, and provide recommendations for process optimization.

During this course, participants will be optimally prepared to take and pass the TIPA Assessor for ITIL Certification Exam and become a Certified TIPA Assessor for ITIL.

Audience:

The TIPA Assessor course will be of interest to:

- Individuals who play a role in assessing and improving ITIL or ITSM processes in an organization and who would like to know how TIPA can assess and improve these processes.



- Individuals who participate in ITIL implementations in organizations and who are interested in understanding how TIPA can measure ITIL process-maturity for capability determination (either in a supplier selection process or as a benchmarking tool)
- Individuals who are looking for a turnkey-solution for process assessment to estimate the ROI of ITIL implementations in organizations.
- Individuals who have ITIL or ISO/IEC15504 backgrounds and who want to perform the role of an assessor in a TIPA assessment project.
- Individuals seeking the TIPA Lead Assessor for ITIL certification, for which this qualification is a prerequisite.
- Individuals in typical roles (but not limited to): ITIL/ITSM process owners, process managers, process designers, architects, planners, IT process improvement consultants, internal auditors, IT quality manager, IT security professionals and ITSM trainers involved in the ongoing management, coordination, and integration of ITIL/ITSM processes.

Learning Objectives:

Upon completion of this course and examination, the participant will gain competencies in:

- Get a global understanding of standard process assessment (as of ISO/IEC 15504, previously known as SPICE)
- Understand the ITSM process descriptions proposed by TIPA, in relation with ITIL v3 and ITIL v2
- Use the tools provided in the TIPA toolbox to perform each of the activities within the phases of the assessment project
- Understand the difference between process purpose, process outcomes, base practices, work products, and process assessment indicators
- Use the TIPA model to conduct interviews
- Rate the maturity level of the process or processes based on the interviews against the TIPA rating scale
- Perform a SWOT analysis basis evidence found and using best practices
- Write recommendations according to the context of the organization
- Write a report based on templates and structures provided by the TIPA toolbox
- Explain the TIPA methodology and process model structure
- Know how to apply the structure of ISO15504 in relation to ITIL processes

Prerequisites:

Candidates for this course must:

- Hold an ITIL v3 Foundation certificate; or ITIL v2 Foundation + v3 Foundation Bridge certificate.
- Have at least 3 years of experience working in an ITIL/ITSM environment and/or experience in process or maturity assessment
- It is also strongly recommended that candidates:
 - Can demonstrate familiarity with IT terminology and understand the context of ITIL/ITSM in their own business environment



- Have exposure working in the Service Management capacity within a service provider environment
- Possess any of the following additional qualifications (highly desirable): ITIL v3 Expert, ITIL v2 Service Manager, 10 credits accrued through ITIL intermediates

Course Material Provided to Participant:

- Participants receive a copy of the Student Workbook, Classroom presentation material, practice exam, case study, homework, and assignments.
- Participants receive all tools and Intellectual property necessary to perform a TIPA assessment: TIPA PAM(Process Assessment Model), TIPA PRM(Process Reference Model), TIPA toolbox

About the Examination:

- In order for participants to be eligible to take the TIPA Assessor for ITIL certification exam, they have to participate in an accredited TIPA training course for 3 days.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%

Day 1				
Unit	Subject	Start	End	Time (in hours)
	Course Introduction	8:00	8:30	0:30
1	TIPA for Process Assessment of IT Service Management <i>(includes Assignment 1: Service Level Management Rating of an Interview)</i>	8:30	10:30	2:00
2	Roles in the TIPA Project	10:30	11:00	0:30
3	Definition and Preparation Phases	11:00	12:00	1:00
	LUNCH	12:00	1:00	1:00
4	Assessment Phase <i>(includes Assignment 2: Interview Rating at LARIPS - Part 1 Assignment 3: Interview Rating at LARIPS - Part 2 Assignment 4: Teachback Attributes)</i>	1:00	5:00	4:00
	Homework (review of day's material)			1:00
	Total - (Less Lunch and Homework)			8:00



Day 2				
Unit	Subject	Start	End	Time (in hours)
4	Assessment Phase	8:00	8:30	0:30
5	Analysis Phase <i>(includes Assignment 5: SWOTs and Recommendations)</i>	8:30	10:00	1:30
6	Results Presentation and Closure Phases <i>(includes Assignment 6: Assessment Report with Incident Management Assignment 7: Results Presentation with Incident)</i>	10:00	11:30	1:30
7	Simulation	11:30	12:00	0:30
	LUNCH	12:00	1:00	1:00
7	Simulation	1:00	5:00	4:00
	Homework (review of day's material)			1:00
	Total - (Less Lunch and Homework)			8:00

Day 3				
Unit	Subject	Start	End	Time (in hours)
7	Simulation	8:00	11:30	3:30
8	Exam Preparation/Mock Exam	11:30	12:00	0:30
	LUNCH	12:00	1:00	1:00
8	Exam Preparation/Mock Exam	1:00	3:30	2:30
	Wrao-up	3:30	5:00	1:30
	TOTAL			8:00

About TechnoLava LLC:

TechnoLava LLC is focused on IT Service Management and Cloud Computing Solutions. We provide ITIL and Cloud best practice consulting, training, assessment and implementation services. Our ITSM Maturity and ISO20000 Assessment services will develop a roadmap to ensure process improvement across the organization. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development, Training and Design and Implementation of the solution. TechnoLava enables immediate benefits to Cloud and IT Service Management solutions by delivering predictability, security, availability and reliability to your operational environment.