



Assess and improve your IT processes with the TIPA® framework

TIPA - IT Process Assessment based on ISO/IEC 15504

TIPA (Tudor IT Process Assessment) is an internationally-recognized framework that uses the principles of the ISO/IEC 15504 standard for IT process assessment within an organization. The framework offers a turnkey solution to determine the maturity levels of IT processes that are aligned with IT best practices such as ITIL®, and enables process improvements.



TIPA, an initiative of the renowned research center CRP Henri Tudor in Luxembourg, is the product of seven years of research by a team of international researchers (who also worked on the development and review of both the ISO/IEC 15504 and ISO/IEC 20000 standards), in response to the need for a standardized process assessment methodology in the field of IT Service Management.

The main benefit of TIPA is that it provides an organization with an objective and structured view of the current maturity level of its ITSM practices. This helps the organization to:

- Identify its strengths, weaknesses and improvement areas
- Set the objectives for an improvement initiative
- Monitor the progress and demonstrate the merits of improvement actions

What is TIPA for ITIL?

TIPA for ITIL® successfully combines the process assessment standard ISO/IEC 15504 with IT Service Management best practices described in ITIL.

Based on ITIL®, the most commonly accepted best practices in the field of IT Service Management, TIPA provides ITIL users a solid assessment methodology which can be used to perform:

Maturity Determination

- To compare to ITIL reference
- To determine Process Maturity
- To prepare for ISO 20000 Certification

Process Improvement

- To identify strengths and weaknesses to target improvement
- To structure the improvement initiative and setup priorities
- To measure the progress



TIPA Assessment in Practice

TIPA uses an interview-based assessment methodology for the collection of indicators (Both generic and specific to particular processes) as an effective and direct way to gather information concerning the process performance. Authorized TIPA Assessors and Lead Assessors use the methodology specified by TIPA and the supporting Toolbox to produce process assessment profiles, SWOT analyses and process improvement recommendations.

A typical process assessment profile:

	Level 2 Managed			Level 3 Established		Level 4 Predictable		Level 5 Optimizing	
	Process Performance	Performance Management	Work Product Management	Process Definition	Process Deployment	Process Measurement	Process Control	Process Innovation	Process Optimization
Incident Management	F	L	L	F	P				
Problem Management	P	P	P	N	N				
Change Management	F	F	F	L	L				
Service Level Management	F	L	P	L	P				
IT Service Continuity Management	L	L	L	F	N				

"Fully"	"Partly"	Not Assessed
"Largely"	"Not"	Non Applicable
		N.A.

Benefits of TIPA

For Organizations where assessments are performed

- Offers a vendor-neutral, structured and repeatable evaluation method
- Enables process improvement through goal-setting and objective measurement leading to improvement of ROI on ITSM projects
- Allows standardization to compare process-maturity with other organizations in the industry

For Consultants and Organizations performing assessments

- Offers a turnkey solution that uses an open assessment framework and supporting tools
- Offers a standard for process-benchmarking without adopting a competitor framework

About TechnoLava

TechnoLava LLC provides IT Service Management and Cloud Computing Solutions with a focus on Continual Service Improvement. 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.