TIPA®

How to build new and successful services from standards

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Public Research Centre Henri Tudor

- Largest public research centre in Luxembourg
- About 450 employees
- Service science and innovation
  - Process assessment
  - IT service management

http://www.tudor.lu
Tudor Service Innovation Framework

Value proposition
Business Model
Features
Identification
Prototyping

Service Requirements
Service Contract & SLA

Promotion Marketing
Standardization Valorization

Support to deployment: Quality assurance Measurement

Best practices Evaluation Evolution

S2IP: Sustainable Service Innovation Process
An open and standardized approach for the assessment of IT Service Management processes

- IT Service Management
- Process Assessment
- Open and standardized approach
IT Service Management (ITSM)
in 30 seconds

- Includes all back office management of IT
  - Buying and managing hardware and software
  - Provide a flawless service
  - Support the business process
- ITSM is a vital part of any successful business
- World spending estimated at over $3,000 billions (1)
- Most productivity gain in the last decades comes from IT
- Two main standards ITIL (2) and ISO 20000

(1) source IT Spending 2010, Gartner
(2) ITIL: IT Infrastructure Library
Process Assessment

Gives a picture of the quality (maturity) of the process
- Extent to which the process meets its purpose
- How mature is the process (how well it is managed)
- Different from an audit

Main references: CMMI and ISO 15504
Challenge: how to assess ITSM processes

How to assess ITSM?

Assessment methods
- Lots of methods
- Low compatibility
- Few documentation
Introduction

Where to find support?

ISO – International Organisation for Standardization

- Open repository
- Collaborative process
- Individual contribution
- Strong connections with market

ISO JTC1 IEC
INFORMATION TECHNOLOGY STANDARDS
ISO/IEC 15504 – Process Assessment

- A common reference framework
- A discipline for process assessment
- A generic means to measure
  - Process performance
  - Process maturity
ISO/IEC 15504 – Process Assessment

**ASSESSMENT PROCESS**
- Planning
- Data collection
- Analysis & rating
- Reporting

**Roles & Responsibilities**
- Sponsor
- Competent assessor
- Assessor(s)

**Process Reference Model**
- Domain & Scope
- Process Purpose
- Process Outcomes

**Initial input**
- Purpose
- Scope
- Constraints
- Identities
- Approach
- Assessor competence criteria
- Additional information

**Measurement Framework**
- Capability Level
- Process Attributes
- Rating scale

**Process Assessment Model**
- Scope
- Process Purpose & outcomes
- Process Indicators
- Process attributes
- ...

**Output**
- Date
- Assessment input
- Identification of evidence
- Assessment process used
- Process profiles
- Additional information

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Assessment of ITSM processes?

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Assessment of ITSM processes?

ITIL® v2 informal process descriptions

R.E. Techniques
Goal trees

ISO/IEC 15504 requirements for PRM-PAM

Process Assessment Model (PAM)

Process Reference Model (PRM)
Assessment of ITSM processes?

- Process Reference Model
  - Service Support & Delivery
  - ITSM processes purpose
  - ITSM processes outcomes

- Measurement Framework
  - Capability levels
  - Process attributes
  - Rating scale

- Process Assessment Model
  - ITSM processes indicators

- Assessment of ITSM Processes

TIPA = ITIL® + ISO 15504
Assessment of ITSM processes

The Assessment project

Definition
• Selection of processes
• Assessment scope definition

Preparation
• Organizational context discovery
• Planning and organization of the assessment
• Kick-Off meeting

Assessment
• Interviews
• Document reviews
• Results consolidation
• Process rating
• Maturity level determination

Analysis
• Strengths, Weaknesses, Opportunities and Threats analysis (SWOT)
• Improvement recommendations

Results Presentation
• Detailed report of the results
• Presentation to the management
• Presentation to the interested parties

Closure
• Closing meetings
Assessment of ITIL processes with TIPA

ASSESSMENT PROCESS
- Planning
- Data collection
- Analysis & rating
- Reporting

Roles & Responsibilities

Toolbox
- TIPA training programme
- Process rating toolset
- Questions sets
- Assessment report template
- Project management toolset
- Data management toolset

Process Reference Model
- TIPA Process Assessment Model

Measurement Framework

ISO 15504

TIPA

ITIL®
Assessment of ITSM processes

TIPA Toolbox

- TIPA Process Assessment Model
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- TIPA training programme
- Assessment report template

TIPA = ITIL® + ISO 15504
Open and standardized approach

- Fully documented
- Based on international standards and frameworks
- Supported by an exhaustive toolset
- Endorsed by itSMF
- Open for integration with other domains
S2IP: Sustainable Service Innovation Process

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Innovation chain

S2IP
Sustainable Service Innovation Process

Service Value

Service Design

Service Promotion

Service Management

Service Capitalization

Transfer Innovation service

Target Sector
Early adopter

Source: Absil et al, 2008
Our main partners

- Fujitsu Services Oy (Finland)
- Sogeti (BeLux)
- Dimension Data (Intl)
- BCE – RTL (Lux)

- Training provided by IT Preneurs

- “ITSM Process Assessment Supporting ITIL”
To learn more:

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Tudor ITSM Process Assessment
Thank you for your attention

Any question?

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