



## BCS QUALITY SPECIALIST GROUP

### **TickIT<sup>plus</sup>: How to improve the processes and obtain maturity certified.**

On **Monday 20<sup>th</sup> August 2012**, BCS and the University of Tampere will be hosting a seminar, titled '**TickIT<sup>plus</sup>: how to improve the processes and obtain maturity certified**'

The seminar has been designed to describe the benefits and components in TickIT<sup>plus</sup> and how to use it for improvement of the processes as well as undertaking a formal certified capability assessment. The project to develop **TickIT<sup>plus</sup>** is being run by the Joint TickIT Industry Steering Committee, (JTISC), which is made up of a number of key stakeholders from all areas of the IT industry.

The first and most obvious aspect of **TickIT<sup>plus</sup>** is the introduction of process capability assessment into certification. Rather than take the CMMI approach, the ISO/IEC 15504: Process Assessment, is being used as the method of determining the process capability and organisational maturity.

By allowing optional inclusion of additional key IT standards, **TickIT<sup>plus</sup>** incorporates these aspects under one process and certification umbrella, allowing the capabilities of these processes to be covered by the same assessment method. At present two requirement standards have been covered, ISO 9001 and ISO/IEC 20000-1 and in future further Requirement Standard will be included, e.g. ISO/IEC 27001.

Formal improvement is another key aspect of **TickIT<sup>plus</sup>**. While undertaking and demonstrating improvement is a key requirement of ISO 9001, **TickIT<sup>plus</sup>** builds it into the auditing process itself. Improvements will have to be planned, implemented, reviewed and built into the formal assessment process.

At this seminar, you will:

- **Gain** a better understanding of the need for **TickIT<sup>plus</sup>**
- **Learn** about the content and structure of the **TickIT<sup>plus</sup>** scheme
- **Discover** the key benefits **TickIT<sup>plus</sup>** can bring to your organisation
- **Hear** case studies of **TickIT<sup>plus</sup>** in practice and see how it all works

The seminar will take place **Monday 20 August 2012**

The day starts at 9.30am and is estimated to finish at 4.30pm.

The cost for the seminar will be 300 Euros.



For a full breakdown of the seminar, please see below:

<b>Agenda Monday 20 August 2012, Tampere, Finland</b>		
<b>9.00</b>	<b>Registration, Refreshments and Networking</b>	
	<ul style="list-style-type: none"> <li>Historical background and reason for TickIT<sup>plus</sup></li> </ul>	Folke Nilsson Quality IT, ITQ and JTISC
	<ul style="list-style-type: none"> <li>Introduction and benefits of TickIT<sup>plus</sup></li> </ul>	Peter Lawrence <b>Chairman of JTISC</b>
	<b>Break and Refreshments</b>	
	<ul style="list-style-type: none"> <li>Overview and components</li> <li>Benefits from using the Business Process Library (BPL)</li> <li>Constructing your Process Reference Model (PRM)</li> </ul>	David Wynn <b>TickIT<sup>plus</sup> Assessor</b> Omniprove Ltd
<b>12.00</b>	<b>Lunch</b>	
	<ul style="list-style-type: none"> <li>Constructing your Process Reference Model (PRM)</li> <li>Assessors and practitioners</li> <li>Comparison between TickIT<sup>plus</sup> and CMMI</li> </ul>	David Wynn
	<b>Break and Refreshments</b>	
	<ul style="list-style-type: none"> <li>How a process oriented QMS can be linked to CMMi,</li> <li>How it has helped us to improve our processes</li> <li>How TickIT<sup>plus</sup> could do the same thing?</li> </ul>	Capgemini Finland Johanna Ruikka <b>Quality Lead</b>
	TickIT <sup>plus</sup> client example reflecting on their experiences implementing TickIT <sup>plus</sup> and their lessons learnt.	Nexor Ltd Irene Dovey <b>Business Improvement Manager</b>
	Question & Answer Session	TickIT <sup>plus</sup> Panel
<b>16.00</b>	Summary & Close	Folke Nilsson
<b>16.30</b>	<b>Finish</b>	