

# Base Process Library

## The TickIT<sup>plus</sup> scheme



*Software and IT Quality Management  
and Certification*

ISO 9001

ISO/IEC 20000

ISO/IEC 27001

ISO/IEC 25030

ISO/IEC 15504

ISO/IEC 12207

ISO/IEC 15288



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## Base Process Library: Version 1.1.3

TickIT*plus*

**bsi.**

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# Introduction

## 1 Overview

This is the baseline document for the TickIT*plus* Base Process Library (BPL), and it is also part of the initial baseline documentation set for TickIT*plus*. It details:

- Scope Profile to process mapping.
- Processes.
- Mapping between requirement and reference standards and processes.

## 2 Coverage

This version of the BPL provides coverage of ISO 9001:2008, ISO/IEC 20000-1:2011 and both ISO/IEC 27001:2005 and ISO/IEC 27001:2013 for all 40 TickIT*plus* processes and the eight TickIT*plus* Scope Profiles:

- Information Management and Security.
- Service Management.
- Systems and Software Development and Support.
- Project and Programme Management.
- Corporate Strategy Planning and Management.
- Legal and Compliance.
- Product Validation, Quality and Measurement.
- IT Systems Engineering and Infrastructure.

## 3 Scope Profiles

Table 1 shows the mapping of Scope Profiles to processes taken from the TickIT*plus* Core Scheme Requirements.

The Domain Engineering process is not selected under any Scope Profile and therefore is always a Type C process.

ISO 9001:2008 is the core mandatory standard for the TickIT*plus* scheme and is required in all cases. Therefore in order to gain certification under TickIT*plus* there must be an ISO 9001 scope statement and associated Scope Profile selected. To also include ISO/IEC 20000-1:2011 the Service Management Scope Profile must be included and to include ISO/IEC 27001:2005 or ISO/IEC 27001:2013 the Information Management and Security Scope Profile must be included.

These Scope Profiles can exist on their own and still achieve ISO 9001 and the other standards so long as the organization's ISO 9001 scope is in those areas, e.g. the Information Management and Security Scope Profile can exist on its own and achieve ISO/IEC 27001, so long as the organization provides information management and security services or products under its ISO 9001 scope.

## 4 Use of the process descriptions

It is a requirement of the scheme that the Process Reference Model (PRM) and Process Assessment Model (PAM) are populated with the process contents as described in this document, according to scope. Once created, both the PRM and PAM must be subject to version control and comply with the requirements of the current scheme baselines, as identified on the TickIT*plus* website.