

Core Scheme Requirements

The TickIT^{plus} 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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Core Scheme Requirements

TickIT*plus*

Version 1.1.2

Dave Wynn

Reviewed by JTISC

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1 Introduction

This document specifies the Core Scheme Requirements for undertaking an accredited TickIT*plus* assessment which satisfies the ISO/IEC 17021 audit requirements and follows the principles of ISO/IEC 15504-2 for conducting capability assessments. [REF000010]

The scheme uses ISO 9001 as the primary requirement standard and, as such, provides formal certification to ISO 9001 is provided as a minimum. Additional requirements and reference standards can be added to provide a wider certification scope if desired. The scheme can be used by organizations internally, in which case certification to ISO 9001 is not available. [REF000020]

TickIT*plus* provides five levels of certification. The lowest level is Foundation, which is not capability assessed, then Bronze, Silver, Gold and Platinum, which are capability assessed.

[REF000030]

This document is structured to follow the logical flow of certification activities, from the scope determination in Section 2 to post-assessment activities in Section 9. As many of the general activities can be dependent on the nature of the assessment being undertaken, Section 10 provides details on the allowable level of tailoring for each type of assessment.

[REF000040]

This document forms one element of the scheme documentation set, which is shown in Appendix A. An on-line change request mechanism will be available for proposing changes to the TickIT*plus* scheme documentation. Changes will be reviewed by the Joint TickIT Industry Steering Committee (JTISC) and if approved will be incorporated into a subsequent release of the TickIT*plus* scheme documentation. [REF000050]

The term 'audit' already has specific meanings, so the term 'assessment' is used to describe the approach to TickIT*plus* certification. TickIT*plus* assessments are carried out by one or more registered Assessors who may be assisted by registered Practitioners. Registration requirements are defined in the scheme document *TickITplus Requirements for Assessors and Practitioners*. [REF000060]

Where specific scheme rules are described, these are indicated by a code in square brackets, e.g. [CSR001]. [REF000070]

Each paragraph is annotated with a reference number to facilitate change requests, as shown at the end of this paragraph. [REF000080]

2 Scope determination

This Section deals with identifying and establishing the scope of a TickITplus assessment.

[REF000090]

Three scope domains exist: [REF000100]

- the organizational scope, which covers the full range of the organizational activities undertaken at all locations [REF000110]
- the certification scope, which covers those activities and locations that are required to be covered under the selected requirement standard(s) (e.g. ISO 9001, ISO/IEC 20000-1, etc.) certification [REF000120]
- the TickITplus scope, which covers those activities and locations that are required to be addressed by the TickITplus assessment. [REF000130]

Appendix B provides additional information and guidance on TickITplus scopes. [REF000140]

The certification scope may be either the same as the organizational scope or a subset of the organizational scope. The TickITplus scope may be either the same as the certification scope or a subset of the certification scope. [REF000150]

The method and structure for documenting the scope statements shall be defined by the certification bodies (CBs) [CSR010] [REF000160]

TickITplus has defined a number of sets of processes, called Scope Profiles, that are required to achieve TickITplus certification. [REF000170]

The Scope Profiles are: [REF0000180]

1. Information Management and Security [REF000190]
2. Service Management [REF000200]
3. Systems and Software Development and Support [REF000210]
4. Project and Programme Management [REF000220]
5. Corporate Strategy Planning and Management [REF000230]
6. Legal and Compliance [REF000240]