



Need a quality system to improve  
and develop your IT capabilities?

*TickITplus* with BSI is the quality benchmark for you.

**bsi.**

...making excellence a habit.™

# Improve the quality of your IT and software delivery with TickIT*plus* certification.

The development and delivery of quality software and other IT activities such as service management, information security and IT infrastructure is a top priority for businesses. Due to the nature of deliverables the sector needs more specific guidance on quality. TickIT*plus* provides businesses with an approach, which builds on the ISO 9001 requirements, to deliver a formal quality benchmark for the sector. Developed and maintained by the Joint TickIT*plus* Industry Steering Committee (JTISC) the scheme aims to develop robust solutions that meet business users' needs in an ever-evolving industry.

TickIT*plus* is the software and IT quality benchmark for UK businesses. It is a certification scheme that includes process capability maturity evaluation. With flexible features it can help you take a multi-level approach to IT quality and certification assessment that is appropriate for your business. TickIT*plus* has been designed to improve IT and software delivery, providing industry and business with more effective and reliable IT services.

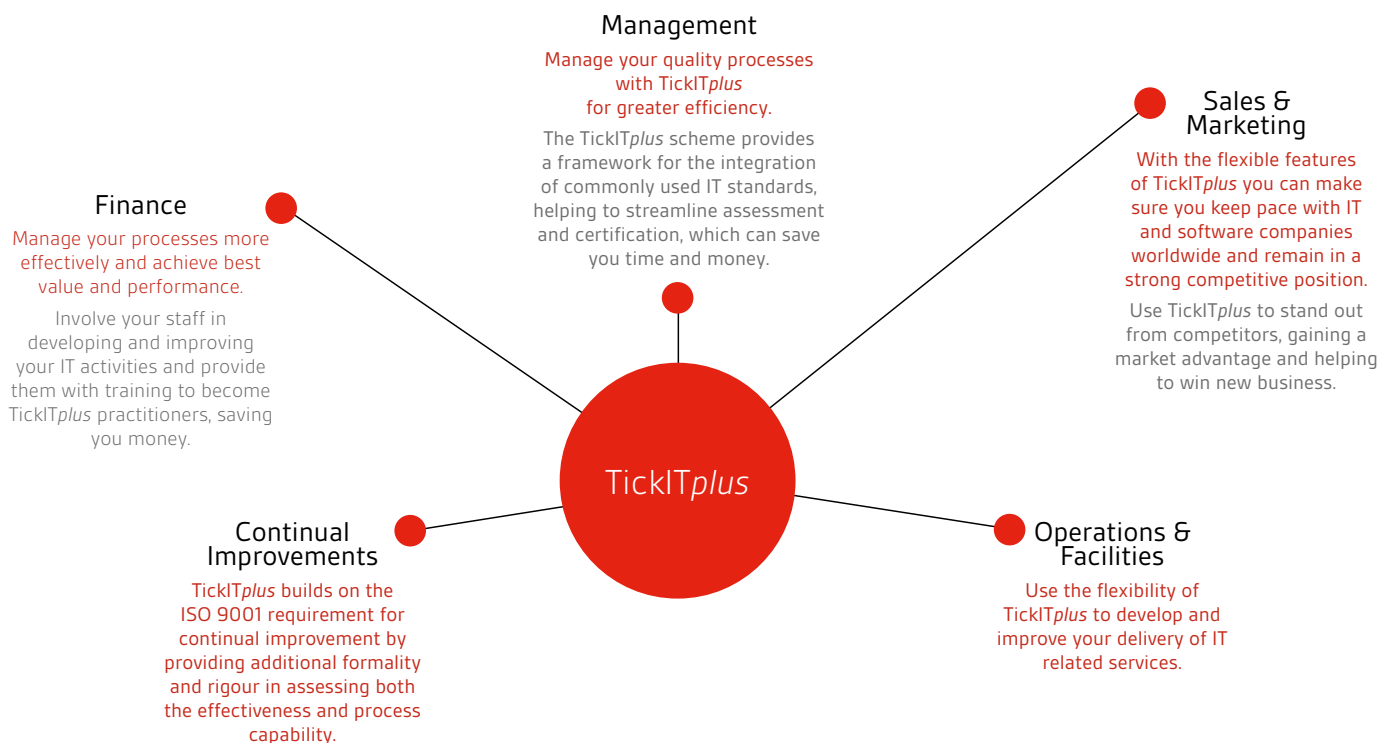
TickIT*plus* can be graded at five levels, allowing you to select the level most appropriate for your business. You can choose from a basic process model at the foundation level through to platinum offering, driving continual improvement in key processes. For existing

TickIT-certified IT organizations, the foundation level provides a straightforward opportunity to transfer to the TickIT*plus* scheme. And the higher levels allow you to move beyond conformance to performance.

One of the great strengths of the TickIT*plus* scheme is the quality of the auditors that carry out the assessments. All of the auditors have demonstrated both strong industry knowledge as well as the required skills to audit within the IT sector. We match auditors to organizations based on their specific skills, which fulfil the eight TickIT*plus* scope profiles. These profiles are: legal and compliance, service management, systems and software development, project and programme management, corporate strategy planning and management, information management and security, and IT systems engineering and infrastructure.

TickIT*plus* provides a robust software and IT quality benchmark that meets business user needs. It allows for the optional inclusion of other key IT standards including ISO/IEC 27001 for information security and ISO/IEC 20000-1 for IT service management. While all very different, these standards have many common features, and can be intergrated using the TickIT*plus* scheme.

## Benefits of a TickIT*plus* scheme include:

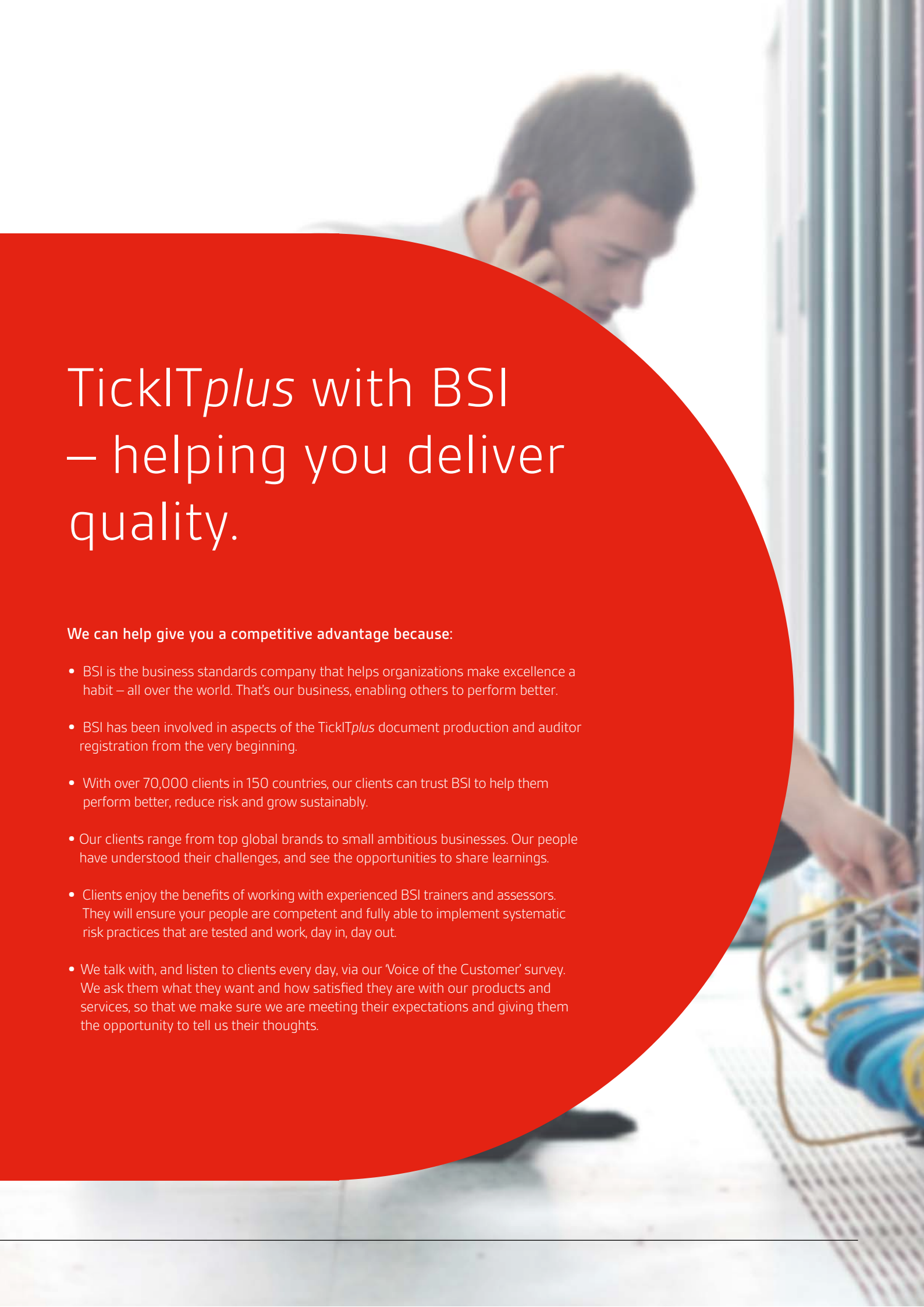


Implementing TickITplus with BSI will help you provide your stakeholders with a more effective and reliable IT service. We will work with you at every step of the way to help you achieve best practice in the provision of IT and software development and delivery.



A guide for your TickITplus journey with BSI

	Understanding		Implementing the solutions		Getting certified		Making excellence a habit
Step	Information gathering	Calculating the benefits	Preparing the organization	Putting together an implementation plan	Running the system	Proving it's working	Looking for opportunities for continual improvement
Actions	Understand the standard, certification and your business requirements	Understand how adopting TickITplus will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with the TickITplus requirements, then prepare a gap analysis report	Review the system to ensure it meets the standard's requirements	BSI will carry out a system and document assessment plus a system effectiveness assessment	Celebrate and promote your certification, then review the systems and processes
BSI services to help you	Your BSI contact BSI's website and brochure Core Scheme Requirements, TickITplus Base Process Library and Kick Start Guide Webinars Case studies	Your BSI contact TickITplus Management Briefing Webinars Case studies	Your BSI contact ACP approved consultant network BSI's Entropy™ Software helps you understand the requirements and track progress	BSI Gap Analysis BSI's Entropy™ Software helps you identify the gaps in your system	Your BSI contact BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	BSI's Entropy™ Software helps you effectively manage your systems and drive performance



# TickIT*plus* with BSI – helping you deliver quality.

## We can help give you a competitive advantage because:

- BSI is the business standards company that helps organizations make excellence a habit – all over the world. That's our business, enabling others to perform better.
- BSI has been involved in aspects of the TickIT*plus* document production and auditor registration from the very beginning.
- With over 70,000 clients in 150 countries, our clients can trust BSI to help them perform better, reduce risk and grow sustainably.
- Our clients range from top global brands to small ambitious businesses. Our people have understood their challenges, and see the opportunities to share learnings.
- Clients enjoy the benefits of working with experienced BSI trainers and assessors. They will ensure your people are competent and fully able to implement systematic risk practices that are tested and work, day in, day out.
- We talk with, and listen to clients every day, via our 'Voice of the Customer' survey. We ask them what they want and how satisfied they are with our products and services, so that we make sure we are meeting their expectations and giving them the opportunity to tell us their thoughts.

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# Enhance your IT and software quality with TickIT*plus*.

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We've used our expertise in this field to design a range of products and services to help you establish a best practice framework and operating model in your organization. So you can not only meet the quality benchmark for software and IT development, but continually improve.

Whether you're new to TickIT*plus* or looking to take your expertise further, we have the right resources and services available.

## Improve the quality of your business performance

Delivering quality through your products and services isn't always straightforward. At BSI we can work with you to make sure you have the right solution to meet your business needs. And by committing to improving your business performance with BSI you will be able to show clients that you have a strong system in place, building their confidence in your organization.

### TickIT & TickIT*plus* **SC**

Quality Management ISO 9001 **STC**

IT Security ISO/IEC 27001 **STC**

IT Service Management ISO/IEC 20000-1 **STC**

Business Continuity ISO 22301 **STC**

Electronic Information BS 10008 **SC**

Anti-Bribery BS 10500 **STC**

Risk Management BS ISO 31000 **ST**

Key: Standard **S** Training **T**

Certification **C**

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Talk to one of our advisors today to discuss your requirements for improved quality in your business performance, or visit [bsigroup.com](http://bsigroup.com) to find out more and see how other businesses have made excellence a habit.

### Find out more:

Call +44 845 080 9000

Visit: [www.bsigroup.com](http://www.bsigroup.com)

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