

TickIT^{plus} Terminology

Term	Description
Assessment	Within TickITplus, term applied to the measurement and analysis of process capability and any associated nonconformities.
Assessment Readiness Review	Part of the pre-assessment activities. Performed to ensure the organisation has completed all pre-assessment requirements.
Assessment Plan	This is the formal plan prepared by the Lead Assessor, with assistance from the organisation being assessed and is based on the details contained in both the Assessment Strategy and the Surveillance Programme
Assessment Strategy Document	The Assessment Strategy is produced, reviewed, approved and maintained by the organisation. It is reviewed and accepted by the Lead Assessor.
Base Practices	Base Practices are undertaken to create Work Products with the intention of achieving Outcomes
Base Process Library (BPL)	A generic set of processes known as the BPL used to create an organization-specific PRM. Processes are selected by choosing applicable Scope Profile(s) and any additional Type C processes
BPL Baseline, (BPLB)	The BPL Baseline (BPLB) is the latest issued version of the BPL. Valid until there is a younger release that is at least 9 months old
Capability Grades	This is a general term that applies to both the Bronze and the Silver assessment grades and implies that process capability is the main focus.
CB	Certification Body
Confirmation Mode Assessment (CMA)	An assessment approach which is able to use Practitioners that are registered with GASQ
Continuing Professional Development, (CPD)	A program of professional development undertaken to demonstrate an individual's commitment and practice of maintaining and improving their technical and professional abilities
Critical Processes	These are processes that the organisation has declared are critical to their business and quality objectives. They must be defined at Silver Grade and above and at Gold and Platinum are the processes assessed at levels 4 or 5.
Defined Process	The process definition as defined in the PRM.
Document and PRM Review	Part of the pre-assessment activities and done to ensure the organisation has adequately defined the PRM and all associated documents
Exploration Mode Assessment (EMA)	An approach applied to process assessment which does not use information previously collected and reviewed by a Practitioner registered with GASQ
GASQ	Global Association for Software Quality – Responsible for accreditation of Training Providers administer TickITplus exams and register TickITplus Assessors and Practitioners
Generic Practices	Term used by ISO/IEC 15504 to describe practices that need to be performed by all processes – level dependent – in order to achieve the capability related Process Attributes.
Implemented Process Sample (IPS)	Actual Work Groups and implemented processes covered in assessment
Integrated Management System, (IMS)	General terms used to describe all the procedures, policies etc which go to make up an organisation's formal management system. It is the purpose of the PRM to map onto this IMS using the processes from the BPL. (IMS is sometimes referred to as a QMS)

JTISC	Joint TickIT Industry Steering Committee – body responsible for the TickIT Scheme and the development of TickITplus.,
Lead Assessor	CB assessment team leader, responsible for the final resulting assessment result
NCN	Non Conformity Note
Not Yet Implemented, (NYI)	A temporary situation applying to a process or Base Practices which means that although valid, it has no recorded instances to assess.
Optimising Grades	This is the general term that applies to both the Gold and Platinum grades and implies that process optimisation is the key focus of assessments.
Outcomes	The ‘stretch objectives’ that the process is intended to address. As such, they are intended to establish a goal to which the organization should aspire, thereby stimulating ongoing process improvement. Outcomes are defined as core if their base practices refer to ISO 9001. Outcomes are supplementary if their base practices refer to additional requirement or reference standards.
PAM	Process Assessment Model. Derived from the PRM and used in the assessment and is an important output from the assessment (e.g. to record the implemented process sample, evidence and ratings). The only time a completed PAM does not need to be submitted to the CB is during a Transition Assessment.
PRM	Process Reference Model. Derived from the BPL using the scope profiles and describes the organisations defined processes
Process Attributes (PA)	These are the capability determining aspects of process performance defined at each grade. PAs are made up of a varying number of Generic Practices.
Practitioner	Individuals registered in one of the three grades: foundation, Capability or Optimising and able to participate in third party assessments in support of Lead Assessors and conduct formal internal assessments to TickITplus requirements.
Requirements Standards	These are standards that can optionally be added to a basic ISO 9001 TickITplus certification and which will appear on the certificate. (e.g. : ISO/IEC 20000: Service Management, ISO/IEC 27001: Information Security Management Systems and ISO/IEC 25030: Software Product Quality Requirements and Evaluation)
SFIA	Skills Framework for the Information Age
Scope Profiles	A set of 8 standard process sets and the basis for normal TickITplus assessment and certification
Skills Profiles	A set of IT related skills based on the SFIA model. There are 8 defined Skills Profiles
Sponsor	This is a term used in ISO/IEC 15504 to describe the individual or entity, internal or external to the organisation being assessed, who requires the assessment and provides the necessary resources. For ISO 9001 certification purposes this is the Management Representative of the organisation.
Technical Review	Part of the assessment activities and performed by the CB prior to issuing or updating a certificate
WP	Work Product. Inputs or outputs of process definitions that address the defined outcomes
Work Group	A Function, Department, Project or other collective sampled during the audit