



Leading Your Business Transformation

The background of the central section is a blue-tinted image showing silhouettes of business professionals in a modern office setting. Overlaid on the right side of this image are several white-outlined gears of different sizes, symbolizing industry and business processes.

## TIPA Assessor for ITIL®

### Course Syllabus

Fifalde Consulting Inc.  
+1-613-699-3005

## 1. Introduction to the course syllabus

This document provides the detailed outline of the TIPA Assessor for ITIL® course. The learning the teacher has provided you with includes:

- Course syllabus
- Presentation material
- One sample exams

## 2. Course preparation

No preparation or pre-requisites are necessary to undertake this training.

## 3. Administrative and logistical activities

A maximum of 12 people can attend this course with 1 instructor; more students require a second instructor. Classroom with U-shaped seating arrangement, Whiteboard, flipchart, projector will be used for a traditional classroom setup. We also provide this course as a virtual classroom.

Proof of prior ITIL® qualification(s) need to be provided prior to the start of the course.

Course runs 08:00 – 05:00 each day.

## 4. Target group

The target group of the TIPA Assessor for ITIL® course are:

- Individuals who play a role in assessing and improving ITIL® or ITSM processes in an organization and who would like to know how to use TIPA to assess and improve these processes.
- Individuals who participate in ITIL® implementations in organizations and who are interested in understanding how TIPA can help to measure ITIL® process-maturity for capability determination (either in a supplier selection process or as a benchmarking tool).
- Individuals who are looking for a turnkey-solution for process assessment to estimate the ROI of ITIL® implementations in organizations.
- Individuals who have ITIL® or ISO/IEC 15504 backgrounds and who want to perform the role of an assessor in a TIPA assessment project.
- Individuals seeking the TIPA Lead Assessor for ITIL® certification, for which this qualification is a prerequisite.
- Individuals in typical roles (but not limited to): ITIL®/ITSM process owners, process managers, process designers, architects, planners, IT process improvement consultants, internal auditors, IT quality manager, IT security professionals and ITSM trainers involved in the ongoing management, coordination, and integration of ITIL®/ITSM processes.



## 5. Prerequisites

Candidates for this course must:

- Hold an ITIL® v3 Foundation certificate; or ITIL® v2 Foundation + v3 Foundation Bridge certificate or ITIL.
- Have at least 3 years of experience working in an ITIL®/ITSM environment and/or experience in process or maturity assessment.
- It is also strongly recommended that candidates:
  - Can demonstrate familiarity with IT terminology and understand the context of ITIL®/ITSM in their own business environment.
  - Have exposure working in IT Service Management within a service provider environment.
  - Possess any of the following additional qualifications (highly desirable): ITIL® Expert, ITIL® v2 Service Manager.
  - Manager, 10 credits accrued through ITIL® intermediates.

## 6. Course Description

Certified TIPA® Assessors for ITIL® are skilled professionals who conduct IT process maturity assessments in organizations that use ITIL®. The TIPA Assessor for ITIL® course prepares these professionals for taking and passing the TIPA Assessor for ITIL Certification Exam.

The course provides a great insight into the concepts and keys components of TIPA that will enable them to participate in assessments projects under the supervision of a TIPA Lead Assessor.

Overall, this three-day classroom course will help the participants build their skills in:

- Conducting TIPA related interviews and rating processes according to the TIPA rating scheme.
- Analyzing the process assessment results, suggesting improvements and drawing conclusions about the process maturity using the TIPA toolbox.

During the three days, the participants cover the theoretical concepts of TIPA by attending interactive lectures on the roles in a TIPA Assessment project and each of the six phases of the assessment project. The participants learn to “apply” their knowledge through a combination of assignments and a simulation exercise in which they role-play through an assessment project by conducting interviews, rating the processes, performing SWOT analysis, recommending improvements, and presenting the results.



## 7. Learning objectives

Upon completion of this course and examination, the participant will gain the following competencies:

- Get a global understanding of standard process assessment (as of ISO/IEC 15504, previously known as SPICE).
- Understand the ITSM process descriptions proposed by TIPA, in relation with ITIL®.
- Use the tools provided in the TIPA toolbox to perform each of the activities within the phases of the assessment project.
- Understand the difference between process purpose, process outcomes, base practices, work products, process attributes and generic practices.
- Use the TIPA model to conduct interviews.
- Rate the maturity level of processes based on the interviews against the TIPA rating scale.
- Perform a SWOT analysis based on evidence found as part of the assessment.
- Write recommendations according to the context of the organization.
- Write a report based on templates and structures provided by the TIPA toolbox.
- Explain the TIPA methodology and process model structure.
- Know how to apply the structure of ISO/IEC 15504 in relation to ITIL® processes.

## 8. Course objectives

This 3-day course equips the participant with the ability to perform a process-assessment based on the TIPA methodology for ITIL®, under the leadership of a TIPA Lead Assessor. The course enables participants to make use of the tools provided in the TIPA toolbox, prepares participants to conduct interviews, assess and rate process or processes, determine the current ITSM process maturity, write the assessment report, and provide recommendations for process optimization.

During this course, participants will be optimally prepared to take and pass the TIPA Assessor for ITIL Certification Exam and become a Certified TIPA Assessor for ITIL.



## 9. Course Material provided to participant

Participants receive copies of:

- Student Workbook (contains all assignments to be done in class and a practice exam)
- Student Reference Material (course contents including classroom presentations)
- Annexure book (includes readings for all assignments, answers to exercises and the practice exam)

A certified individual automatically becomes eligible to become a TIPA professional member. Upon passing the exam with success for this course and paying the fee associated to the Professional Membership, participants will receive all tools and Intellectual property necessary to perform TIPA assessments as an Assessor. Becoming a member is a simple registration process that follows the certification process and provides access to the following:

- TIPA PAM (Process Assessment Model)
- TIPA PRM (Process Reference Model)
- TIPA toolbox for Assessor

## 10. About the Examination

In order for participants to be eligible to take the TIPA Assessor for ITIL® certification exam, they have to participate in an accredited TIPA training course for 3 days.

The exam is a closed book exam with eight (8) multiple-choice, scenario-based, gradient-scored questions.

Exam duration is a maximum 90 minutes for all candidates in English (participants whose first language is not English have a maximum of 120 minutes to complete the exam and are allowed to use a dictionary).

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

Pass score is 28/40 or 70%.

## 11. Delivery method

### 11.1 Educational alternatives

This course was designed so that it makes use of the following educational alternatives:

- **Deduction:** Using anecdotes and examples, the training presents use cases before the concepts have even been covered. The students deduct the learning from their own analysis. The topic and its concepts are presented afterwards to demonstrate how theory applies to what was deducted.
- **Questioning:** Asking questions forces participants to stop and think about different variables. It also enables the participants to put the newly acquired knowledge to the test. Quizzes have been incorporated as part of the training to make sure that the concepts are well understood by the participants
- **Demonstrating:** Some use cases have been incorporated to the training AFTER the concepts. These serve to explain a cause and effect relationship using the newly acquired knowledge.





## 12. Session plans

The following table provides individual session objectives for the different modules covered in the training.

### DAY 1

UNIT	SUBJECT	START	END	TOTAL TIME
	COURSE INTRODUCTION	8:00	8:30	0:30
1	TIPA for Process Assessment of IT Service Management (Includes Assignment 1: Service Level Management Rating of an Interview)	8:30	10:30	2:00
2	Roles in the TIPA Project	10:30	11:00	0:30
3	Definition and Preparation Phrases	11:00	12:00	1:00
	LUNCH	12:00	13:00	1:00
4	Assessment Phase (Includes Assignment 2: Interview Rating at LARIPS - Part 1 Assignment 3: Interview Rating at LARIPS - Part 2 Assignment 2: Teachback Attributes)	13:00	17:00	4:00
	Homework (review of day's material)			1:00
	Total - (Less Lunch and Homework)			8:00

### DAY 2

UNIT	SUBJECT	START	END	TOTAL TIME
5	Analysis Phase (Includes Assignment 5: SWOTs and Recommendations)	8:00	9:30	1:30
6	Roles in the TIPA Project	9:30	11:00	1:30
7	Simulation	11:00	12:00	1:00
	LUNCH	12:00	13:00	1:00
7	Simulation	13:00	17:00	4:00
	Homework (review of day's material)			1:00
	Total - (Less Lunch and Homework)			8:00

### DAY 3

UNIT	SUBJECT	START	END	TOTAL TIME
7	Simulation	8:00	12:00	4:00
	LUNCH	12:00	13:00	1:00
	Exam Preparation / Mock Exam	13:00	17:00	4:00
	TOTAL			8:00
	<b>TOTAL CONTACT HOURS</b>			<b>24</b>

Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.

For more information on what Fifalde can offer your organization, please visit [fifalde.com](http://fifalde.com)



CONSULTING INC.

Leading Your Business Transformation