TIPA Lead Assessor for ITIL

Course Syllabus

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1. Introduction to the course syllabus

This document provides the detailed outline of the TIPA Lead 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.

We use a classroom with U-shaped seating arrangement, Whiteboard, flipchart, projector.

Note: The above logistics apply to physical classroom course.

We also provide this course in a virtual classroom model.

Course runs 08:00 – 05:00 each day.

4. Target group

Note: To attend a TIPA Lead Assessor course, you must be a certified TIPA Assessor.

The TIPA Lead Assessor course will be of interest to:

- Certified TIPA Assessors who have gained sufficient experience in executing TIPA assessments and would like to lead TIPA assessment projects.
- Assessors (CMMI, ISO/IEC 15504 etc.) who would like to use the TIPA methodology to lead process assessments.
- Individuals who play a role in assessing and improving processes in an organization and who would like to organize TIPA process assessment.
- Individuals who participate in ITSM implementations in organizations and who are interested in organizing TIPA assessments to measure ITSM 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 ITSM implementations in organizations.
- Individuals in typical roles (but not limited to): Senior Consultants, Project Managers, Quality Managers, Process Owners, Auditors, IT process improvement consultants.

5. Prerequisites

Candidates for this course must:

- Be a Certified TIPA Assessor
- Be able to demonstrate through the provision of a resume that the individual has
    - At least 5 years of experience in IT Service Management
    - At least 2 years of experience in process or maturity assessments in at least one of the following: ITIL®, CMMi, ISO/IEC 15504, ISO/IEC 20000, ISO 9001 or COBIT
    - At least 3 years of project management experience or equivalent experience in leading teams
- It is strongly recommended that candidate has any of the following additional qualifications: ITIL® v3 Expert, ITIL® v2 Service Manager, 10 credits accrued through ITIL® intermediates

6. Course description

Certified TIPA® Lead Assessors are skilled professionals who lead IT process maturity assessment projects using the TIPA framework in organizations. The TIPA Lead Assessor course prepares these professionals for taking and passing the TIPA Lead Assessor Certification Exam.

The 2-day classroom course will help the participants to build their skills to:

- Collaborate with executive and top management to define the scope and plan of a TIPA assessment project.
- Define the TIPA project assessment team structure.
- Lead and provide guidance to the TIPA Assessors from start to finish of the assessment project.
- Use the TIPA Toolbox to lead an Assessment Project.
- Present the results of the assessment and recommendations to the top management of the organization.

7. Learning objectives

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

- Explain the TIPA assessment methodology to executive/top management and generate buy in.
- Provide the cost of the assessment, using TIPA cost estimation tool (for external consultants).
- Define the scope of the assessment project along with the top management representatives.
- Define the structure of the assessment team (roles and responsibilities) and assemble the assessment team.
- Provide guidance to the Assessment Coordinator and together with him/her, identify the Interviewees.
- Create the assessment project plan, monitor progress, send regular progress update to key stakeholders.
- Define the interview plan.
- Review the SWOT (Strength, Weakness, Opportunity, and Threat) analysis, recommendations and reports created by the TIPA Assessors and integrate into the Assessment Report.
- Present results of the assessment and recommendations to the top management.
- Close the project, review if objectives are met, create lessons-learned log, and plan for improvement of the ITSM process assessment process.
- Articulate, in detail, the 6 phases of the assessment project.
- Use all tools in the TIPA toolbox to perform any or all of the above activities.

8. Course objectives

This 2-day course equips the participant with the ability to lead a process assessment project based on the TIPA framework.

The course enables participants to collaborate with executive and top management to define the scope and plan of an assessment project, and define the project assessment team structure. At the end of the course participants will be able to use the TIPA tools to monitor progress throughout the project lifecycle, ensure quality of the assessment and present results and recommendations to all relevant stakeholders.

At the end of this course, participants will be optimally prepared to take and pass the TIPA Lead Assessor Certification Exam and become a Certified TIPA Lead Assessor.

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 (includes readings for all assignments, and 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 a Lead Assessor. Becoming a member is a simple registration process that follows the certification process and provides access to the following:

- TIPA Toolbox for Lead Assessor

*As a certified TIPA Assessor for ITIL® now taking the Lead Assessor course, you are expected to be a professional member in good standing.

10. About the Examination

In order for participants to be eligible to take the TIPA Lead Assessor certification exam, they have to participate in an accredited TIPA training course for 2 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 thinks 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

MODULE	SUBJECT	START	END	TOTAL TIME
0	**COURSE INTRODUCTION**	8:00	8:30	0:30
1	Organization of a TIPA Assessment Project (Includes Assignment 1: TIPA Roles Assignment 2: Categories of Tools Assignment 3: Toolbox overview Assignment 4: Main Outputs)	8:30	9:30	1:00
2	Responsibilities of the Lead Assessor (Includes Assignment 5: Discover Tool T4)	9:30	11:00	0:30
4	Assessment Phase (Includes Assignment 6: Select processes to be assessed Assignment 7: Discover Tool T2 Assignment 8: Discover Tool T5 Assignment 9: Discover Tool T6 Assignment 10: FinTRUST - Context Discovery Assignment 11: Discover Tool T9 Assignment 12: FinTRUST - Scope Agreement Assignment 13: Complete the workflow of the Definition Phase)	10:00	12:30	2:30
	LUNCH	12:30	13:30	1:00
4	Preparation Phase (Includes Assignment 14: Discover Tool T11 Assignment 15: FinTRUST - Prepare the Process Rating Sheet Assignment 16: Discover Tool T13 Assignment 17: FinTRUST - Interview Plan Assignment 18: Components of the Preparation Phase Assignment 19: FinTRUST - Kick-off Meeting)	13:30	15:45	2:15
55	Preparation Phase (Includes Assignment 20: Discover Tool T15 Assignment 21: Components of the Assessment Phase Assignment 22: Complete the workflow of the Assessment Phase)	15:45	16:30	0:45
	Homework (review of day's material			1:00
	TOTAL			**9:30**
	Total - (Less Lunch and Homework)			8:00

DAY 2

MODULE	SUBJECT	START	END	TOTAL TIME
6	Results Presentation Phase (Includes Assignment 23: Discover Tool T16 　　　Assignment 24: Discover Tool T17 　　　Assignment 25: FinTRUST - Overall Profile 　　　Assignment 26: Discover Tool T18 　　　Assignment 27: FinTRUST - Results Presentation)	8:30	9:30	1:00
7	Assessment Closure Phase (Includes Assignment 28: Discover Tool T19 　　　Assignment 29: Discover Tool T20)	10:15	11:15	1:00
8	Improvement Cycle	11:15	12:00	0:45
	LUNCH	12:00	13:00	1:00
9	Mock Exam	13:00	14:30	1:30
	Exam	14:30	16:30	2:00
	TOTAL			**8:30**
	Total - (Less Lunch and Homework)			7:30

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