



Overview Diagram – Ways of Using the Guide

Notes: Those already familiar with TickIT may wish to skip through Part A

Parts E and F are directed at suppliers and auditors

The Appendices, not shown above, all relate to Process Improvement and are of general interest

3 TickIT guide contents

The TickIT Guide contains the official guidance material for TickIT. It is directed at a wide audience: senior managers and operational staff of software suppliers and in-house development teams, purchasers and users of software based systems, certification bodies and accreditation authorities, third party and internal auditors, auditor training course providers and IT consultants.

The structure of the Guide is as follows:

Part A: Introduction to TickIT and TickIT certification

This presents general information about the operation of TickIT and how it relates to other quality initiatives such as Process Improvement.

Part B : Guidance for Customers

This describes the issues relating to quality management system certification in the software field from the viewpoint of the customer who is initiating a development project, and explains how the customer can contribute to the quality of the delivered products and services.

Part C: Guidance for Suppliers

This presents information and guidance to software and software service providing organizations, including in-house developers, on the construction of their quality management systems using the TickIT procedures. This part also indicates how organizations can assess and improve the effectiveness of their quality management systems.

Part D: Guidance for Auditors

This gives guidance to auditors on the conduct of assessments using the TickIT procedures.

Part E: Software Quality Management System Requirements – Standards Perspective

This contains guidance to help organizations producing software products and providing software-related services interpret the requirements of ISO 9001:2000. It follows the clause sequence of the standard.

Part F: Software Quality Management System Requirements – Process Perspective

This identifies and elaborates upon the good practice required to provide effective and continuous control of a software quality management system. It is organized around the basic processes required for software development, maintenance and support and follows the structure set out in ISO/IEC 12207:1995.

Appendix 1: Management and Assessment of IT Processes

This presents an overview of the methods by which self-assessments may be made.

Appendix 2: Case study: Using the EFQM Excellence Model

Appendix 3: Case study: ISO/IEC 15504 – Compatible Process Assessments

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