Who Is Behind TickIT?

- The main organization behind the development of TickIT is the UK Department of Trade and Industry.
- DISC, which is a part of the British Standards Institute, is currently responsible for maintenance of the TickIT program.
- There are currently 13 bodies that can provide TickIT certification.
- TickIT was originally initiated sometime after the release of ISO 9000 in 1987.
Goals/Features of TickIT

- TickIT is a accrediting organization for ISO 9001, so creating software standards is beyond the scope of the organization.
- ISO 9001 is a quality management standard:
  - The standard can have multiple interpretations
  - TickIT is focused with a software-related interpretation of the standard
Goals/Features of TickIT

- TickIT Guide
  - 6 parts, including sections for customers and supplier
  - Provides guidance to organizations wishing to implement ISO 9001 and a roadmap toward TickIT certification
  - Certification performed by 3rd-party auditors that are vetted by the TickIT organization (generally IT/software professionals)
TickITPlus

- Successor to TickIT - still in draft stage
- Adds IT-related standards, including ISO 20000 and ISO 27001.
- Organizations are certified on a graded scale instead of a pass/fail binary scale, from 1-5.
  - 1 is Foundation level
  - higher numbers indicate a greater degree of compliance.
TickIT Usage

- As of Oct-2007, the vast majority of TickIT-Accredited organizations were from the UK.
- According to TickIT's own data, the percentage of new users is split 50-50 between organizations in the UK and in other parts of the world.

Notable TickIT-certified Organizations:
- Various branches of Siemens
- Lockheed Martin
- Oracle's UK division
- Rolls-Royce
TickIT vs other approaches

Relationship with other approaches:
- TickIT certification requires a project to be in compliance with ISO 9001 standards.
- Software developers will often supplement TickIT/ISO 9001 standards with additional ISO standards (e.g. ISO 15504/Spice and ISO 12207).

Similarities:
- TickIT provides a certification process as does Capability Maturity Model Integration (CMMI) and Six Sigma.
- Like ISO 15504 and ISO 12207, TickIT is focused on the software development and engineering processes.
TickIT vs other approaches

Differences:

- Intended specifically for software development.
- TickIT is a third party organization self-tasked with ensuring compliance with ISO standard. The ISO does not issue certifications itself.
- Six Sigma/CMMI methods are designed to help improve business performance.
  - TickIT/ISO 9001 deals with general quality management with little to no regard for improving business performance.
Our Opinion of This Approach

- We like the fact that this approach is more quality-focused than business-focused. Too often, business concerns override quality concerns.
- This program also provides materials which assist companies in becoming ISO 9001 compliant which means that compliance is easier and thus more widespread.
- Certification has only a binary outcome. The requirement of full compliance can be overwhelming for a new company.
- Is ISO 9001 relevant? An irrelevant ISO 9001 standard would make this certification worthless.
  - One management consultant, Jim Wade, asserted that ISO 9001 compliance does not in itself lead to higher quality.
- Who regulates TickIT?
References


