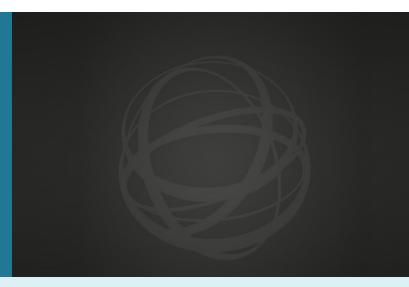
RESEARCH GROUP

Service and Process Governance



earch group (SPG) is active in quality management for more than 15 ye

Main expertise fields

- esign and implementation of Privacy and Data Protection solutions
 Compliance assessment (such as: GDPR, IT Service Management, procurement...)

Research challenges

- Goal and risk-based modelling: How to structure expected quality requirements to allow quality engineering and evaluation?
- Privacy by Design: How to operationalize the privacy by design concept to develop privacy-preserving systems and data processing?
 Assessment Automation: How to make process assessment within organisations more efficient and (semi-)automated?

ovation activities are focused on the following application fields

- Data Protection and Privacy
 IT Service Management
 IT Procurement Management
 Electronic Records Management
 Fund Management
 Information Security Management
 Business Continuity Management
- Regulatory compliance
 Standards development

SPG has developed and published a process assessment framework called TIPA and has applied it to the various business domains mentioned above. Notably, SPG successfully transfers the TIPA framework applied to IT service management field in the market. As companion guidance to this application of the TIPA framework as called "TISA Process Assessment supporting ITL" is also available. And finally, in our commitment to make our framework as efficient as possible we have also developed an IT solution called "TIPA as a Service" or Tas5 that supports the deployment of our framework within user organisations. Currently, the application of the TIPA framework to the General Data Frocetion Regulation (GDRP) is in the last stage of validation and our privacy assessment framework will be shortly available on the market. Always in the data protection field, SPG has also supported the national data protection authority by developing a self-assessment framework applied to TIPA framework to the TIPA framework to the market.

In procurement management field, SPG has developed a software procurement framework, validated through market experiments and transferred to a network of consultants. The framework emphasises the description of the system requirements, including the software qualitative properties (non-functional requirements and transferred to a network of consultants. The framework emphasises the description of the system requirements, including the software qualitative properties (non-functional requirements and transferred to a network of consultants. The framework emphasises the description of the system requirements, including the software qualitative properties (non-functional requirements) and transferred to a network of consultants. The framework emphasises the description of the system requirements, including the software qualitative properties (non-functional requirements) and transferred to a network of consultants. The framework emphasises the description of the system requirements, including the software qualitative properties (non-functional requirements) and the software properties (non-functional requ

- DECEPTICON (FNR Core): Development of methods to automatically recognize, classify and resist Dark Patterns.
 SENTINEL (H2202): Bridging the security, privacy and data protection gap for smaller enterprises in Europe

 BERSODE, (Interes) NWB: support public organisations in north-west Europe to design and execute their procurement for open-data innovative services

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Contact

5, avenue des Hauts-Fourneaux L-4362 Esch-sur-Alzette phone: +352 275 888 - 1 | LIST.lu



