RESEARCH GROUP

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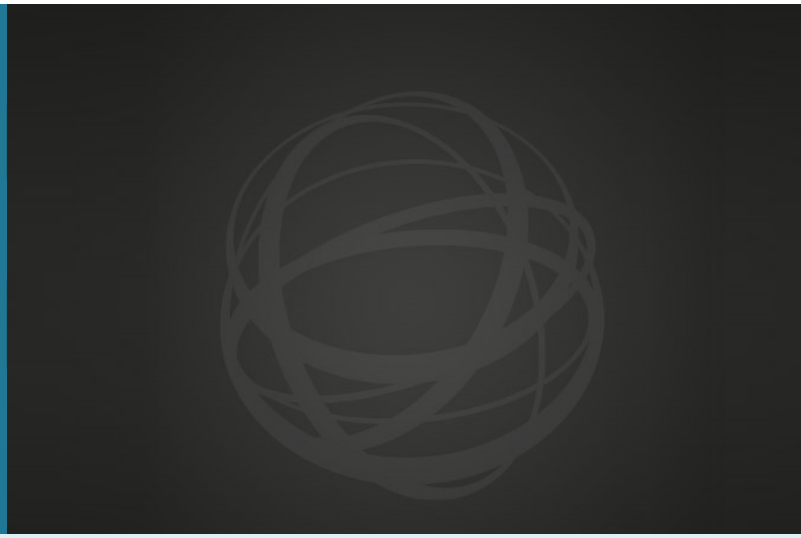
Service and Process Governance



The Service and Process Governance research group (SPG) is active in quality management for more than 15 years and aims at providing process-centric solutions & technologies to support organisational transformation in the context of Governance, Risk Management and Compliance (GRC) challenges.

Main expertise fields

- Engineering of process, system and product that fulfil quality requirements
- esign and implementation of Privacy and Data Protection solutions
- Compliance assessment (such as: GDPR, IT Service Management, procurement...)

Research challenges

The SPG's research and innovation activities are all motivated by the following underlying 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?

Application areas

The SPG's research and innovation 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

Main assets

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, a book called "*ITSM Process Assessment supporting ITIL*" 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 *TaaS* that supports the deployment of our framework within user organisations.
Currently, the application of the TIPA framework to the General Data Protection Regulation (GDPR) 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 tool called "*GDPR Compliance Support Tool*", which is freely available on the website of the regulator. This tool enables any organization in Europe to self-assess its compliance against GDPR requirements.
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). A software prototype has been developed alongside the framework to support requirements engineering and multi-criteria multi-stakeholders procurement decision making.
Finally, several key projects are ongoing and will expand our asset portfolio:

- DECEPTICON (FNR Core): Development of methods to automatically recognize, classify and resist Dark Patterns.
- SENTINEL (H2020): Bridging the security, privacy and data protection gap for smaller enterprises in Europe
- BE-GOOD (Interreg NWE): support public organisations in north-west Europe to design and execute their procurement for open-data innovative services

Selected publications

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Contact

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

Dr Djamel KHADRAOUI (djamel.khadraoui@list.lu)

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