

# Our products and services in...



## ...INFORMATION & COMMUNICATION TECHNOLOGIES

*The Centre for IT Innovation (CITI) of CRP Henri Tudor has as main goal to augment the impact of the Information and Communication Technologies on the economic and societal development of Luxembourg and its Grande Region.*

*CITI's activities include doctoral research, collective and bilateral R&D, assessment and diagnostics, foresight and preliminary studies and pre-projects, technological and methodological assistance, ongoing training and expert advice, post-graduate diploma training, management of innovation platforms, professional meetings, conferences, professional and scientific publications, networking and clustering activities...*



### KEY COMPETENCES

**CITI's competences cover the whole Information and Communication**

**Technologies area:**

- ➔ Innovation by Information and Communications Technologies (ICT) in private and public organisations as well as in the society
- ➔ Business/IT alignment through enterprise and information systems modelling, foresight activities
- ➔ Methodology, measurements of the impacts of ICT-based innovations, organisational and change management
- ➔ ICT innovation lifecycle, ICT support to business value and organisation of knowledge, IT/trade alignment
- ➔ ICT valorisation (business modelling, IPR management, innovation and services marketing)
- ➔ Assessment and improvement of processes, new IT governance management models, new forms of services management, operational risk management
- ➔ Conceptual modelling and ontologies, knowledge engineering
- ➔ Certification of IT products and services, quality reference systems, security reference systems, requirements engineering
- ➔ Business technology consulting
- ➔ Project management, portfolio management
- ➔ Software procurement and components of the shelves selection
- ➔ Software quality and certification
- ➔ Mobile and distributed software architectures, software architecture and components,
- ➔ Interoperability of information systems



CENTRE DE RECHERCHE PUBLIC  
**HENRI TUDOR**

CENTRE D'INNOVATION  
PAR LES TECHNOLOGIES DE L'INFORMATION

**CITI**



## A WIDE RANGE OF PRODUCTS & SERVICES

The following products (software and methods) and services are available:

- ⊕ **Technology, business and human foresights:** tools to identify and anticipate new skills and services requirements
- ⊕ **Services engineering and management toolset:** different services associated with the compliance to related regulations and/or international quality standards: Service management, Risk Management, Business Continuity, Internal Control and Compliance, Knowledge management, IT Security Management
- ⊕ **Assistance for assessing processes** according to the ISO/IEC 15504 standard, by using customized PRM (Process Reference Model) and PAM (Process Assessment Model)
- ⊕ **Assistance on improvement approaches**
- ⊕ **Qualinnove:** project management method and supporting tool for complex, innovating or risky projects
- ⊕ **Anaxagora:** an open source platform supporting organisational learning based on the four following integrated modules: BPM-Business process modelling, HR-Human Resources, KM-Knowledge Management, LMS-Learning Management System ⊕ [www.anaxagora.lu](http://www.anaxagora.lu)
- ⊕ **TAO:** an open and versatile computer-based assessment platform. This framework provides a general and open architecture for computer-assisted test development and delivery ⊕ [www.tao.lu](http://www.tao.lu)
- ⊕ **Efficient:** a toolset aiming at helping business experts in designing, formalizing and validating e-business transactions they would like to setup
- ⊕ **D-Side Dashboard:** a tool providing a series of standard and custom indicators of the code quality and of its evolution
- ⊕ **FAUST Toolbox:** a toolbox helping in the achievement of high assurance in the development of requirements document, especially for critical systems
- ⊕ **Risk Management:** a method and supporting tools for a continuous identification, monitoring and evaluation of the level of quality assurance associated with a critical infrastructure.

CITI also provides support services to thematic or sectorial networks, as for example [www.spiral.lu](http://www.spiral.lu), [www.cassis.lu](http://www.cassis.lu), [www.gestiondeprojet.lu](http://www.gestiondeprojet.lu), [www.clussil.lu](http://www.clussil.lu), [www.itsmf.lu](http://www.itsmf.lu), etc.



## OUR ASSETS

- ⊕ 120 R&D engineers as partners for your innovation in business and software services
- ⊕ A wide range of products and services integrated in the innovation chain
- ⊕ Strong and professional mobilisation of multidisciplinary competences to embrace the full complexity of your problems
- ⊕ More than 90 partners trust us at national and European level



## CONTACT US



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