

# Course IT QUALITY Expert

IT quality assessment framework expert level training leading to  
Certified IT Quality Expert - CITQE and/or  
Accredited IT Quality Expert - AITQE



**Course length:** 2 days including certification exam

**Overview:** The course provides expert level knowledge of the IT Quality Index framework. The course explains how to communicate the benefits of having knowledge of IT quality to executives and internal IT teams. Candidates will understand the processes of assessment, data processing, benchmarking and presentation to IT and business executives.

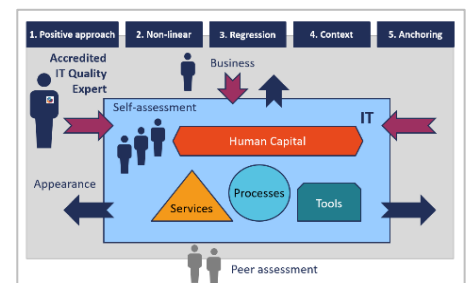
**Prerequisites:** no pre-requisites, recommended ITIL® intermediate certificate or ITIL® Expert or any of ITIL® 4 courses. Course is targeted to experienced IT managers or senior IT management consultants.

**Target group:** For IT managers with the course being focused for IT quality, team leaders, IT quality managers and CIOs. This course is targeted to individuals aiming to become Certified IT Quality Experts (CITQE - internal use) or Accredited IT Quality Expert (AITQE – commercial use, consultants). This course is mandatory as part of the licensing process for gaining Accredited IT Quality Expert certification. This accreditation is required for consultants from companies who intend to become an Accredited IT Quality Index consulting partner – AITQP.

**Course learning objectives:** This qualification represents an expert level of knowledge in the IT Quality Index framework and the concept of quantifying the quality of IT into a management focused form. The course participants will gain expert knowledge of the 48 quality dimensions, how to assess actual and target levels along with how to identify the areas with the greatest improvement potential. Candidates will learn how to manage quality assessment sessions, how to process the captured information and interpret and communicate the resulting data. Participants will gain knowledge of how to focus the communication with the business on the overall quality of IT rather than only on quantity driven operational performance. Candidates will gain an understanding of the central data processing logic, licensing rules and the way of working within the ITQI community.  
SFIA skills: Quality management QUMG, Measurement MEAS, Audit AUDT

## Course agenda – Day 1: Identical to IT Quality Index Foundation

- IT Quality measurement - Motivations
- Previous models used to analyse IT quality
- Architectural design of a holistic IT quality assessment
- IT Quality Index – The model, principles & the IT quality definition
- Quality domains, dimensions & attributes:
  - Business/Customers
  - Human capital
  - Services
  - Processes
  - Tools
  - Appearance
- IT Quality Index assessment – Planning, organisation & assessment method
- Analysis & processing
- Interpreting results, creating a management summary & results presentations
- Value to the business, complementing metrics KWQI, CLQ, CLX



## Day 2:

- Managing an assessment session – Who/What/How
- Verification
- Data processing logic
- Processing the outputs & presenting to stakeholders
- Value proposition
- Online certification exam CITQE



**Additional information:**

- The course is led by an experienced Accredited IT Quality Expert & Trainers – AITQE / AITQT
- Participants will be invited to join the LinkedIn group AITQE which is targeted to Accredited IT Quality Experts and Certified IT Quality Experts
- Recommended follow-up course – IT Quality Manager

[www.itqualityindex.com](http://www.itqualityindex.com)

## TRAINING IT QUALITY Expert



Certified IT Quality Expert – CITQE  
Accredited IT Quality Expert – AITQE

*IT QUALITY INDEX framework  
expert level training*

**Certification schema:**

Course name	Day 1	Day 2	Day 3 - 4	Day 5 - 6	Day 7 - 8	Title	Badge
IT Quality Foundation	1 day course					CITQP	
IT Quality Expert		2 day course				CITQE	
IT Quality Manager			2 day course			CITQM	
Certification in IT Quality			4 day course			CITQ	
Knowledge Worker Quality				2 day course		CKWQ	
Managing Supplier Quality					2 day course	CSQM	
Theme:	Definition of IT quality	How to measure IT Quality Index	Design of IT Quality Management System and management of improvements	Managing Knowledge Worker Quality, KWQI and RBA methods	Innovation and collaboration focus in supplier management practices		

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