IT QUALITY INDEX Accredited Partner

Accreditation process and criteria

Target partners are consultancy companies delivering services in the area of IT governance, IT maturity assessment, benchmarking, strategic assessments. Becoming IQTI partners means the promotion of partner through a web of ITQI and through social media used by ITQI licence owner.

Prerequisites: Consultancy company needs to have experienced consultants with the deep knowledge level of ITSM domain, usually holding ITIL Expert or ITIL Intermediate or ITIL4 certificates and having appropriate management skills to speak to CXO level managers. Consultants have to pass IT Quality Index Expert training (2 days) and get familiarized with the whole ITQI assessment and processing. The recommended process for experience transfer regarding new ITQI Experts delivering ITQI assessments is through shadowing ITQI expert on some assessment process.

Accreditation process consists of completing steps:

1. The organization meets the general criteria

> The organization is active and possess sufficient experience in the area of IT governance. Has good reputation through employing seasoned consultants.

2. Consultants

> The organization is having consultants who passed IT Quality Index Expert training and reached Certified and Accredited IT Quality Expert level.

3. Accreditation and license agreement is signed

> Accredited partner signs agreement authorizing usage of ITQI method. AP receives a package of documents including promotional material and document templates for ITQI assessments.

4. The logo is provided to AP and information about accreditation is published

> Accredited partner starts to promote itself and offer assessment projects to own clients.

5. ITQI materials are provided to partner – assessment form, presentation, templates

> Accredited partner starts to promote itself and offer assessment projects to own clients.

Pricing information is documented in Appendix B

IT Quality Index Partner - Accreditation process checklist

Accredited Partner – accreditation checklist	Checked when/by
1. Partner meets general criteria for quality criteria, well positioned on the market, reputation, personal knowledge of the key staff.	
2. Organization have certified IT Quality Experts, one or more – who passed IT Quality Index Expert training and passed CITQE certification exam.	
2.1 Certified IT Quality Expert signed licence agreement to deliver It Quality Index assessment per documented process. Accreditation AITQE was awarded to at least one person - Accredited IT Quality Expert certificate in PDF obtained	
3. License agreement plus Appendix B was signed by both parties	
3.1 ITQI Accredited Partner certificate was generated in PDF	
4. ITQI Logo and AITQE logo was provided to partner when signed document was sent back	
5. ITQI partner package was sent to partner	

Additional information:

IT Quality Index is building on central data processing and statistical evaluation of multiple assessments captured through different partners. This gives a major advantage in comparison with individually developed data processing and database – aggregated data are beneficial to all ITQI accredited partners as they get access to bigger data collection. Central data are anonymised so the identity of assessed IT organization is held only by the accredited partner, not shared with the central processing authority.

IT QUALITY INDEX

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