

# Accreditation rules for delivering IT Quality Index courses

## How to become IT Quality Index Accredited Training Organization

- Add a new, fresh topic to your trainings portfolio.
- Trainings supporting emerging IT Quality management
- Support your clients to refocus from quantitative to qualitative management

Quality management skills is a new topic, emerged around latest edition of [COBIT 2019](#), enabling processes APO11 Manage Quality, and [SFIA 9](#), Quality Management – QUMG. All governance framework have included references to quality management practices, while there is no specific body of knowledge, which could be used as a basis for suitable training program. This has changed in 11/2017 when new body of knowledge has been published and internationally distributed, IT Quality Index (now 2022 edition) [book](#) is bringing a new definition of IT quality, descriptions of quality dimensions and streamlined method of IT quality measurement.

For training organization it means opportunity to extend training portfolio by six courses, where all course manuals are developed, including trainer manual with practical ready-to-use exercise, and certification exams – online or paper form.

Course	Target group	Days	Certificate	
<b>IT Quality Foundation</b> Leading to Certified IT Quality Professional	Every IT professional	1	CITQP	<a href="#">Detail</a>
<b>IT Quality Expert</b> Leading to Certified IT Quality Expert	Senior ITSM experts, consultants	2	CITQE	<a href="#">Detail</a>
<b>IT Quality Manager</b> Leading to Certified IT Quality Manager	Internal and external IT quality managers	2	CITQM	<a href="#">Detail</a>
<b>Managing Knowledge Worker Quality</b> Leading to Certification Managing Knowledge Worker Quality	Team Leaders, CIO, IT managers	2	CMKWQ	<a href="#">Detail</a>
<b>Certification in IT Quality</b> – certification is granted automatically after obtaining all above certifications	Senior ITSM experts, consultants, Internal and external IT quality managers	4	CITQ	
<b>Complementing courses</b>				
<b>Managing Knowledge Worker Quality</b>	IT leaders, CIO, IT managers	2	CKWQ	<a href="#">Detail</a>
<b>Managing Supplier Quality</b>	IT leader, supplier managers	2	CMSQ	<a href="#">Detail</a>

### The key characteristics of the new courses:

- Several hand-on exercises included in course programs, active involvement of participants – trainer manual developed, description of exercise solutions
- Courseware in editable form, useable immediately, no need to invest time and resources
- Fitting well into week courses planning, targeted to Thursday and Friday trainings to maximize utilization of training facilities. For this reason courses are either 1 or 2 days.

For training organization willing to deliver ITQI courses entry criteria must be met:

- Future trainers have to pass the trainings or **request self-study and free online exam to obtain required certification of the trainers**. We offer also free trainings for the future trainers or we can also provide initial training as a part of the partner's first course delivery, when training is led by the Q4IT trainer.
- Sign license agreement and ensuring access to developed courseware and to cover NDA
- Fast and risk free on boarding process available for strategic partners – see details below

After meeting entry criteria and signing licence agreement, ITQI Accredited Training Organization will receive

- Course descriptions in editable form for publishing in catalogues and on ATO web – see course [here](#)
- Examples of certificates
- Promotional material
- Publicity through social media
- Listing on [www.itqualityindex.com](http://www.itqualityindex.com) web [here](#)
- We provide continually updated course materials

Body of knowledge is in book IT Quality Index 2022 Edition : [Amazon](#) ISBN 9798543925812

Courseware and accreditation and licensing fees are described in license agreement, Appendix C, discount levels are region specific:

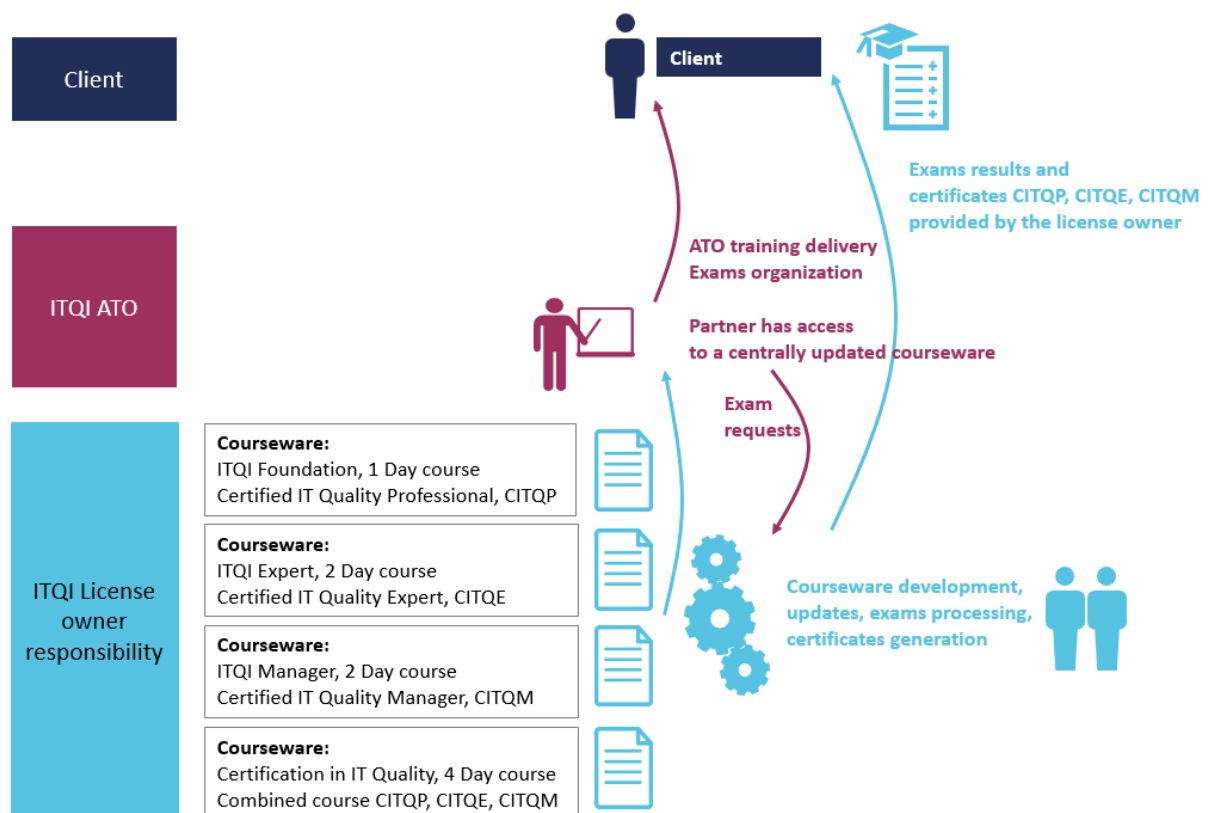
#### End prices for courses:

- See ATO profit calculator and licence agreement including price list
- ITQI ATO may offer discounted prices, initial levels were designed in GBR and ATO may decide to use discounts or promotions
- On site trainings and closed groups can be offered individually and are fully in hands of the training organization

#### Exams delivery

- Exams are provided centrally, exams are distributed from Q4IT where answer sheets are processed.

Exams processing is here shown in next picture:



Picture 1: Courseware development, ATO role and exams delivery







## Mapping COBIT 2019 enabling processes to SFIA skills and ITQI trainings.

COBIT 2019 enabling processes and activities	SFIA taxonomy skill	SFIA code	IT Quality Index course
APO11.01 Establish a quality management system (QMS).	Quality Management Quality Assurance Measurement	QUMG QUAS MEAS	IT Quality Foundation IT Quality Manager IT Quality Expert
APO11.02 Focus quality management on customers.	Quality Management	QUMG	IT Quality Foundation IT Quality Manager
APO11.03 Manage quality standards, practices and procedures and integrate quality management into key processes and solutions.	Quality Management	QUMG	IT Quality Manager
APO11.04 Perform quality monitoring, control and reviews.	Quality Management Quality Assurance Competency assessment	QUMG QUAS LEDA	IT Quality Manager IT Quality Expert
APO11.05 Maintain continuous improvement.	Quality Assurance Measurement	QUAS MEAS	IT Quality Expert IT Quality Manager

## Mapping to SFIA skills taxonomy:

			IT Quality Index trainings mapping to SFIA skills						
			Training →	IT Quality Foundation	IT Quality Expert	IT Quality Manager	Certification in IT Quality	Knowledge Worker Quality	Managing Supplier Quality
#	SFIA V8 Skill name	Skill code ↓	CITQP	CITQE	CITQM	CITQ	KWQ	MSQ	
6	Innovation	INOV					■	■	
12	Measurement	MEAS		■		■			
20	Governance	GOVN					■		
23	Quality management	QUMG	■	■	■	■	■	■	
24	Quality assurance	QUAS	■			■			
38	Organisational capability development	OCDV					■		
99	Performance management	PEMT					■		
100	Employee experience	EEXP					■		
103	Workforce planning	WFPL					■		
104	Resourcing	RESC						■	
108	Competency assessment	LEDA	■	■		■	■		
112	Sourcing	SORC						■	
113	Supplier management	SUPP						■	

## Certification schema and course structure:

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	
Managing Knowledge Worker Quality				2 day course		CKWQ	
Certification in IT Quality	6 day course					CITQ	
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, CLQ and RBA methods	Innovation and collaboration focus in supplier management practices		

## Examples of certificates for successful candidates:



Picture 2: Examples of certificates provided by licence owner

**Fast and costs free on boarding process** is available for strategic partners who will be provided extra support and competitive market advantage:

- Initial online assessment of the ATO partner – MS Teams, check of suitable profile (respected ATO, well established clients network and reputation on the market).
- Providing access to ITQI marketing materials so ATO can immediately publish courses on their web – course descriptions may be taken from here: <http://www.itqualityindex.com/courses/>
- Publishing ATO logo on IT Quality Index [web](#) and promotion of ATO through social media.
- As soon as ATO confirms market demand, licence agreement is signed and Train-The-Trainer is organized online or by Q4IT in suitable location. After licence signature, ATO gets fully developed PowerPoint slide deck, where ATO logo can be placed.
- Exams are handled by Q4IT as soon as the course is finished – assistance is provided to pilot first run of exams.

If ATO is also delivering consultancy projects, there is option to sign also consultancy licence agreement, where additional business opportunities are created – measurement of the IT Quality Index for the specific markets.

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