IT QUALITY INDEX Certified Product

ITSM Product supporting the IT Quality Management System

An IT Quality Index Certified product is a service delivered by an IT Quality Index license owner to confirm and certify that an ITSM tool vendor has implemented attributes of the IT Quality Index framework, so that any organisation using the IT Quality Index gets the fundamentals for sustainable quality improvements process/system encoded into the certified tool. Certification therefore provides users of a particular tool with significant time and costs savings through the straight-forward introduction of an IT QMS based on the IT Quality Index framework. An ITQI certified product helps IT departments to demonstrate reporting capabilities, using a certified product, to prove factual evidence of volumes and types of improvements delivered by IT. The certification process is targeted to high quality ITSM tools which are respected in the market and demonstrate their continual modernisation and support for ITSM driven IT management practices.

Prerequisites: A tool producer considering gaining tool certification needs to possess expert knowledge of the IT Quality Index framework by having either employees who are certified in or cooperation with externally Certified IT Quality Experts or Accredited IT Quality Experts (CITQE or AITQE). An important condition is that the producer has a stable or growing position in the market, a positive reputation as a tool producer and active contribution to ITSM communities. The certified tool is based on ITSM principles and supports the fundamental processes for service support and delivery. The certification authority has the right to not provide certification if the quality of the tool or the vendor's reputation does not meet the criteria of a high quality product that certification is targeting.

Process initiation: Every tool producer should become familiar with the fundamentals of the IT Quality Index framework and ensure, within their product development, that they reach the certification requirement as defined in the certification criteria. Initial self-assessment is supported as a starting point of certification, where the tool producer will be provided with a list of the certification criteria. The certification process is performed by a highly skilled IT Quality Index accredited person who ensures compliance with the certification criteria.

Certification criteria are focused on 3 areas:

1. Organisation

Tools are produced by an active, stable and well established company with visibility on social media platforms, with satisfied customers and with people who are active in ITSM communities.

2. Product

The product supports the Service Management principles, service catalogue and key ITSM processes.

3. The IT Quality Management System is based on the IT Quality Index framework

- An explicit process for the management of quality improvements.
- The Quality Manager role is supported.
- Improvements can be categorised by Quality Domains and Dimensions as defined in the IT Quality Index book.
- Improvements can be assigned to individual services from the service catalogue.
- Improvement can be rated from an improvement potential perspective.
- The system supports routing, the approval process and suspending or stopping.
- Reporting features can provide the IT organisation data for the different levels of reporting (quality dimension, service and total volumes).

Additional information:

- Certification is performed by an experienced Accredited IT Quality Expert (AITQE) who leads the whole process.

CIO: "We need to demonstrate our commitment to quality improvements in everything we do in IT. Tracing improvements and benefits realised is what the business expects from us so we need effective improvements management and also a suitable tool supporting our IT quality mission."

IT QUALITY INDEX®

Q4IT GBR   email: info@q4it.eu   www.itqualityindex.com
Q4IT CANADA   www.q4it.eu   @itQualityIndex
Q4IT CZE

- ITQICP is granted the right to use the Certification logo to support marketing and differentiation against market competition.
- The certification authority will promote an ITQI certified product through the IT Quality Index web page tool listing, blogs, papers, social media, trainings and consultancy projects so certified products gets visibility and positive recommendations via multiply communication channels.

www.itqualityindex.com

IT Quality Index Certified Product — IT QUALITY INDEX

ITSM tool supporting quality management

- *Built-in IT QMS*
- *Role of IT Quality Manager supported*
- *Visual reporting of improvements*

IT QUALITY INDEX ® / CERTIFIED PRODUCT

IT QUALITY ® INDEX

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