IT QUALITY INDEX - IT Quality Management Framework

Answering the question 'How Good Is Your IT?'

IT QUALITY INDEX model

IT quality assessment framework measuring overall IT quality level with holistic 360° approach. Accepted as strategic and tactical aid for IT management, providing fundamentals for comprehensive IT Quality Management System - IT QMS.

Body of knowledge: Book IT Quality Index 2022 Edition ISBN: 9798543925812

Value:
- Understanding of actual and context relevant target quality level – composite indicator of quality
- Tracing changes of IT quality level over time
- Identification and prioritization of improvement areas based on improvement potential
- Benchmarking of IT quality / costs levels with similar organizations
- Boosting self-confidence and motivation within IT department

Components:
- 6 quality domains
- 48 mandatory quality dimensions
- Standardized output of assessments
- IT Quality Management System

Method of measurement
- Assessment by an interview and verification
- Expert / Internal / Peer measurement
- Assessment checklist for consistency
- Measurement efficiency focus

5 principles
- Positive approach
- Nonlinear
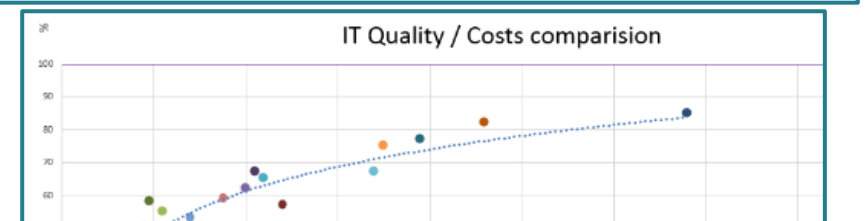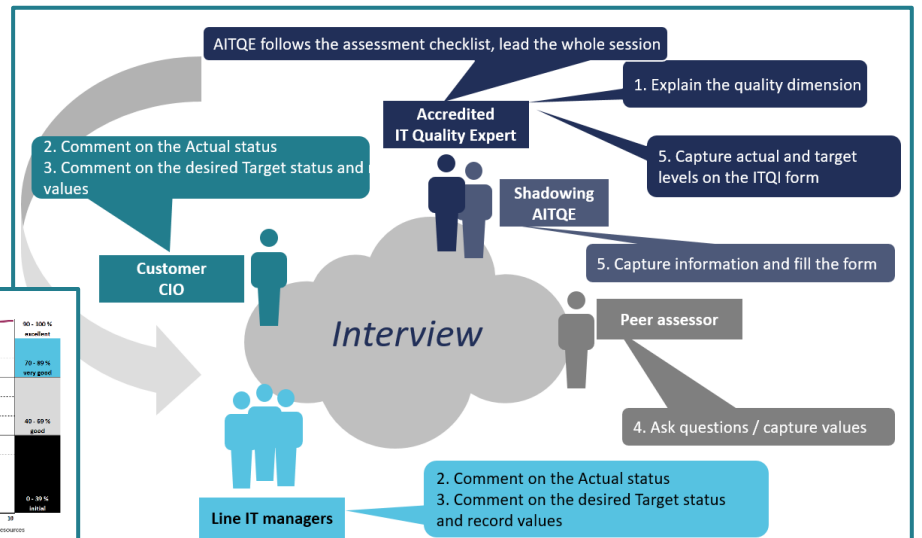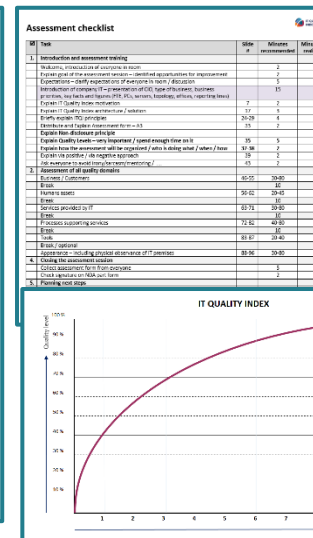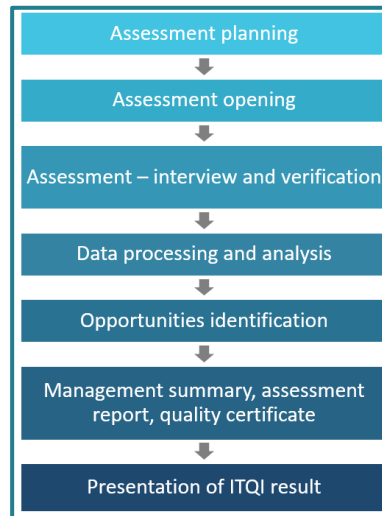- Regression
- Context
- Anchoring

Accreditation
- Free use for internal purposes*
- Licensing for consulting comp.
- Accreditation for training organizations

IT Quality definition: Multi-dimensional entity where every dimension is expressing level of adoption widely accepted best practices and non-presence of bad practices.
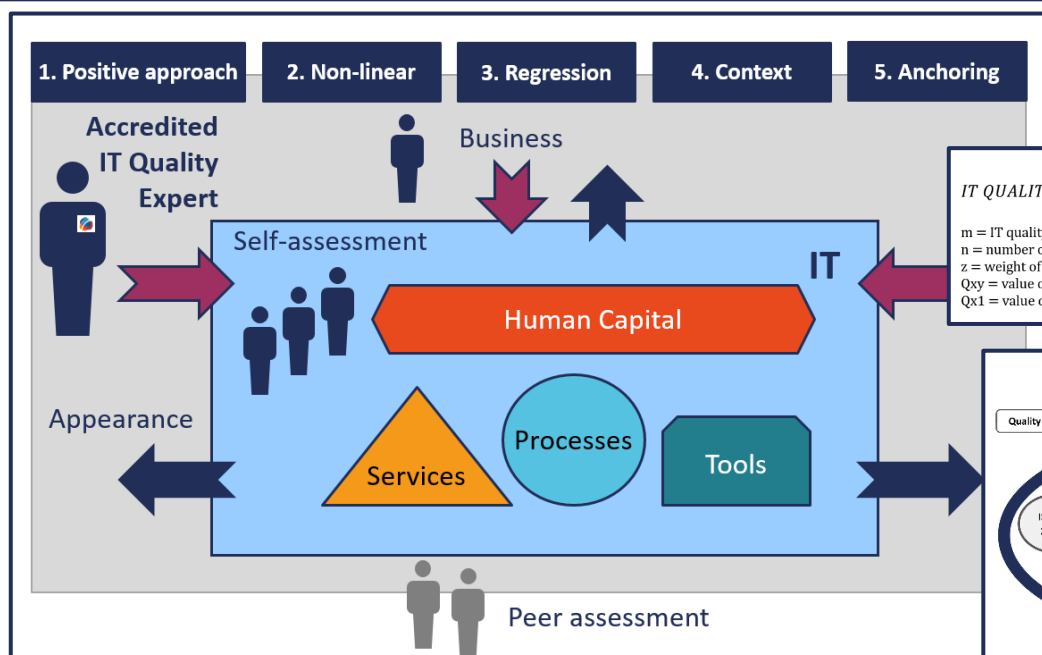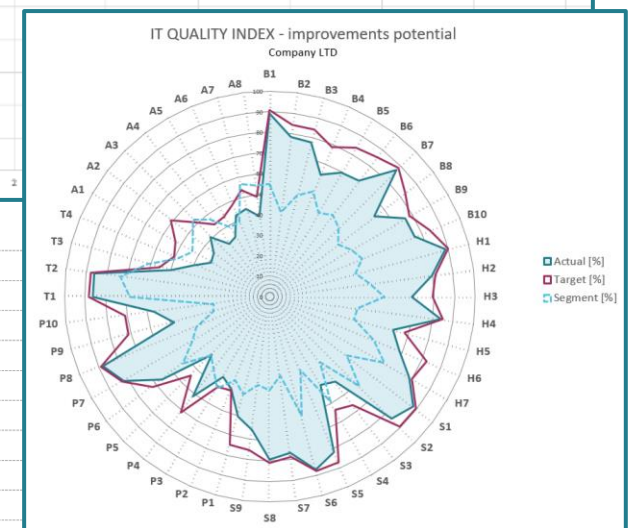
IT Quality is expressed in the form of IT QUALITY INDEX, which represents measurement of all quality dimensions based on consistent and documented process performed by Accredited IT Quality Expert.
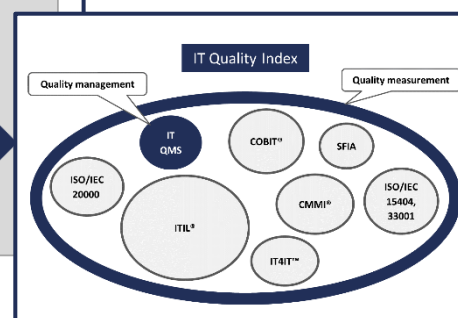
IT QUALITY INDEX 2022 EDITION

IT QUALITY INDEX
Answering the question 'How Good Is Your IT'
IT Quality Assessment Framework
Including IT Quality Management System

5 principles

| 1. Positive approach | 2. Non-linear | 3. Regression | 4. Context | 5. Anchoring |

Accredited IT Quality Expert — Self-assessment — Business — IT — Human Capital — Processes — Services — Tools — Appearance — Peer assessment

$$IT\ QUALITY\ INDEX = \frac{\sum_{x=1}^{m}\left[z * Q_{x1} + (1-z)\frac{\sum_{y=2}^{n} Q_{xy}}{n-1}\right]}{m} * 100\%$$

m = IT quality dimensions
n = number of quality judges
z = weight of AITQE in evaluation, depends on assessment team composition
Qxy = value of quality dimension x evaluated by judge y expressed in %
Qx1 = value of quality dimension x evaluated by AITQE expressed in %

Quality management — IT QMS — COBIT® — SFIA — ISO/IEC 20000 — ITIL® — CMMI® — IT4IT™ — ISO/IEC 15404, 33001 — Quality measurement

Assessment, processing and output

- Assessment planning
- Assessment opening
- Assessment – interview and verification
- Data processing and analysis
- Opportunities identification
- Management summary, assessment report, quality certificate
- Presentation of ITQI result

Assessment checklist

IT QUALITY INDEX

AITQE follows the assessment checklist, lead the whole session

1. Explain the quality dimension

Accredited IT Quality Expert

2. Comment on the Actual status
3. Comment on the desired Target status and values

Shadowing AITQE

5. Capture actual and target levels on the ITQI form

Customer CIO

Interview

Peer assessor

5. Capture information and fill the form

4. Ask questions / capture values

2. Comment on the Actual status
3. Comment on the desired Target status and record values

Line IT managers

IT Quality domains
Processes	Business / Customers
Tools	Human Capital
Appearance	Services

IT QUALITY CERTIFICATE for **Company LTD** has reached

IT Quality / Costs comparision

IT QUALITY INDEX - improvements potential Company LTD

Actual [%] — Target [%] — Segment [%]

IT Quality levels perception per individual judges

AITQE — CIO — IT1 — IT2 — IT3 — P1

Training and accreditation

Course name	Day 1	Day 2	Day 3 - 4	Day 5 - 6	Day 7 - 8	Day 9	Title	Badge
IT Quality Foundation	1 day course						CITQF	
IT Quality Expert	2 day course						CITQE	
IT Quality Manager			2 day course				CITQM	
Knowledge Worker Quality				2 day course			CKWQ	
Certification in IT Quality							CITQ	
Managing Supplier Quality		6 day course					CSQM	
IT Performance Reporting					2 day course	1 day course	CITPR	
Focus:	Definition of IT quality, quality model	IT Quality assessment	IT QMS design, management, and metrics	Management of non-routine work, metrics for knowledge workers	Innovation and collaboration with suppliers	ABI and WDI metrics, metrics networks		

Accredited IT Quality Expert — Jon MainABC, MAIN Ltd

IT QMS

Business objectives BO
IT Strategy goals SG

IT Quality Manager's responsibility

IT Quality Management System and Visual Proportional Board

- IT Measurement grid MG
- IT Service reporting & Customer reviews CR
- Requirements: ISO/IEC 9001 ISO

IT Quality Index dimensions: ITQI

Visual Proportional Board and Improvements Register QIR