

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

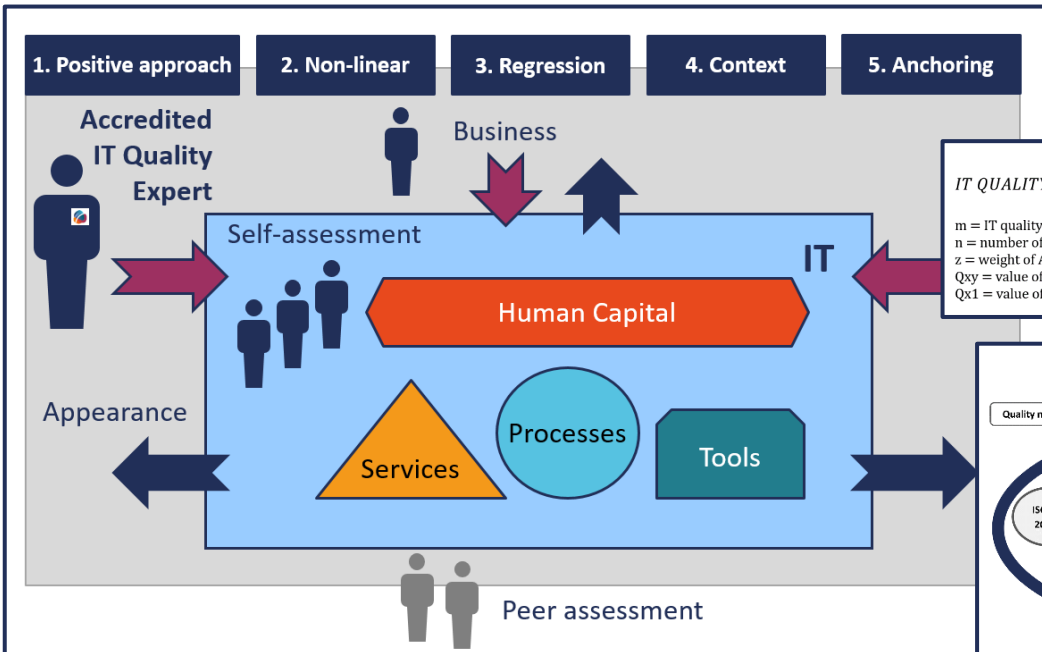
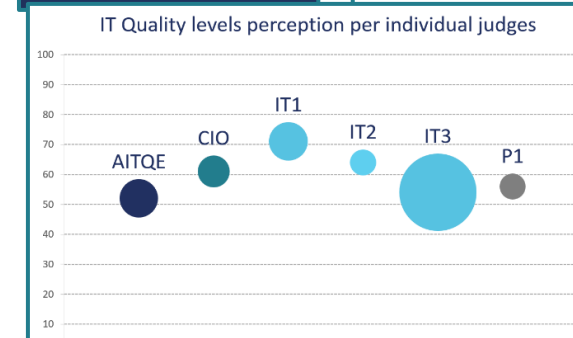
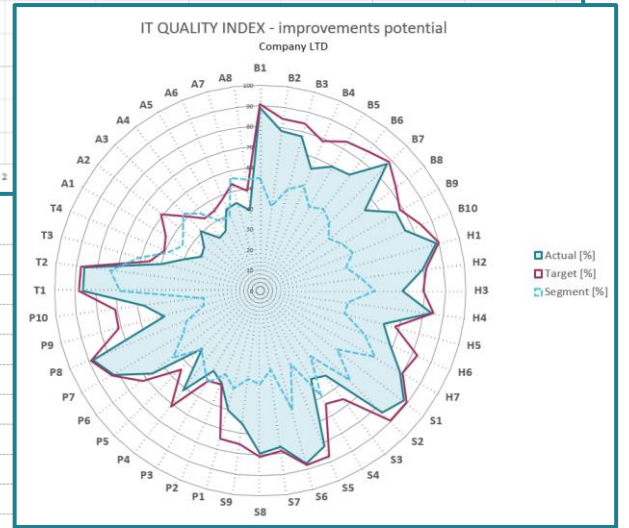
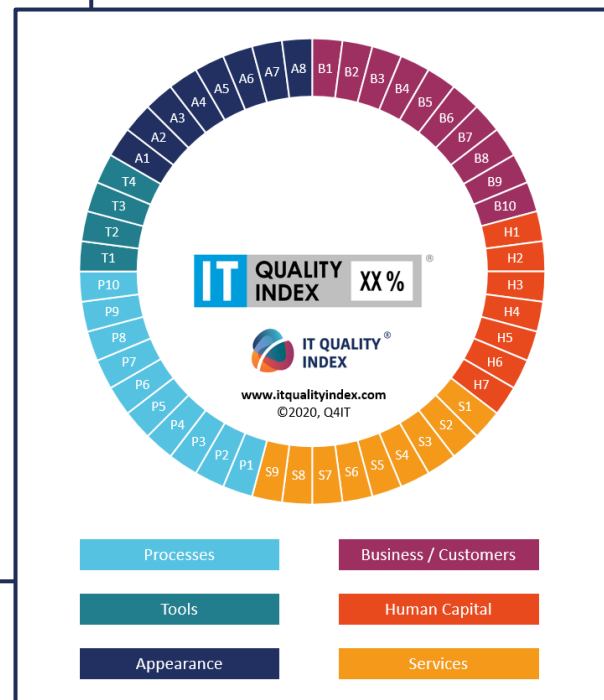
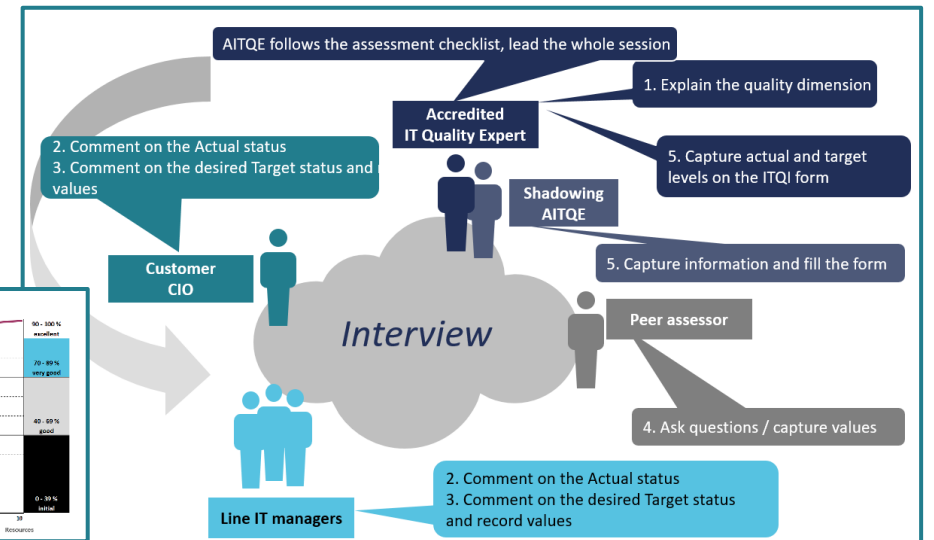
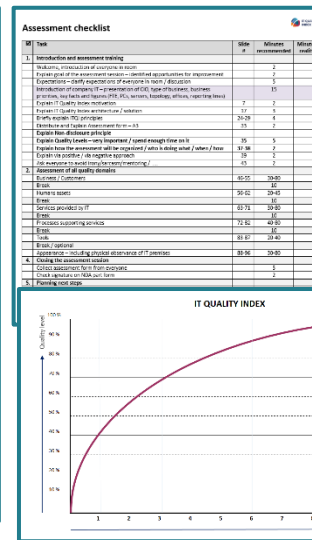
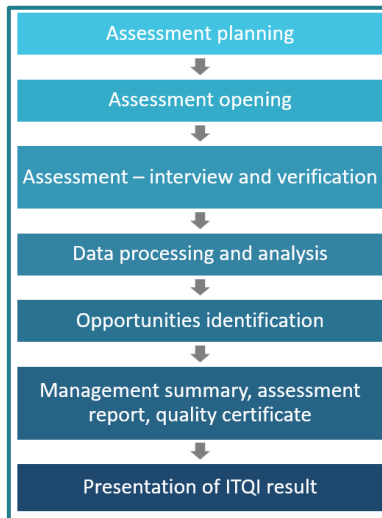
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- Accreditation for training organizations

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.



Assessment, processing and output



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

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 %

Training and accreditation

Course name	Day 1	Day 2	Day 3 - 4	Day 5 - 6	Day 7 - 8	Day 9	Title	Badges
IT Quality Foundation	1 day course						CITQP	
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				6 day course			CITQ	
Managing Supplier Quality					2 day course		CSQM	
IT Performance Reporting						1 day course	CITPR	

