

What is IT Quality?

IT Quality Index method introduction



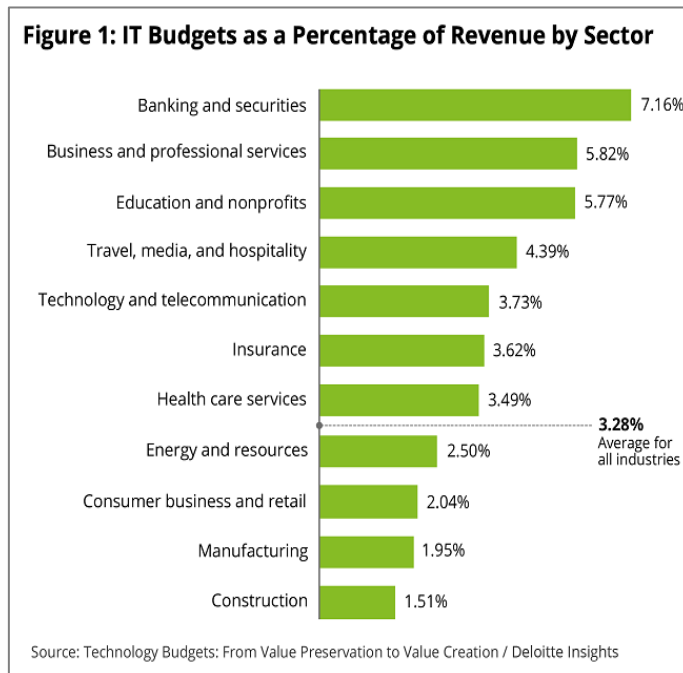
What is IT? A cost or an asset?

Gartner [symposium](#): “.. measuring IT costs per employee was the wrong metric. **The formula must be flipped,**” says **Peter Sondergaard**, senior vice-president at Gartner

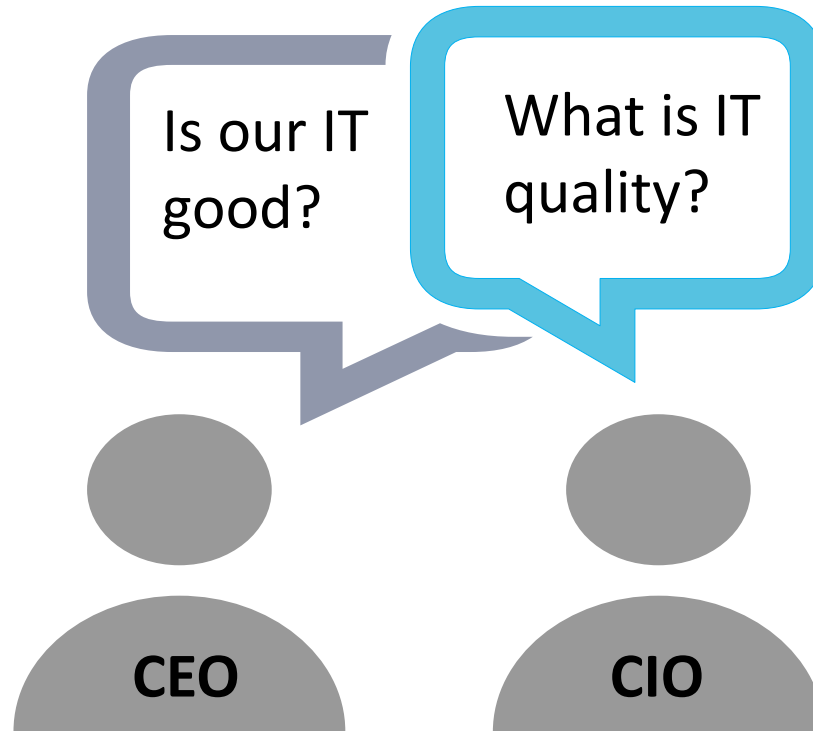
What is IT? A cost or an asset?



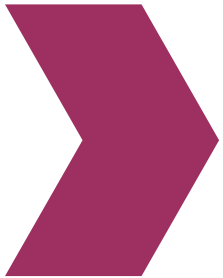
Cost or Asset



How would YOU respond?



What is Quality?

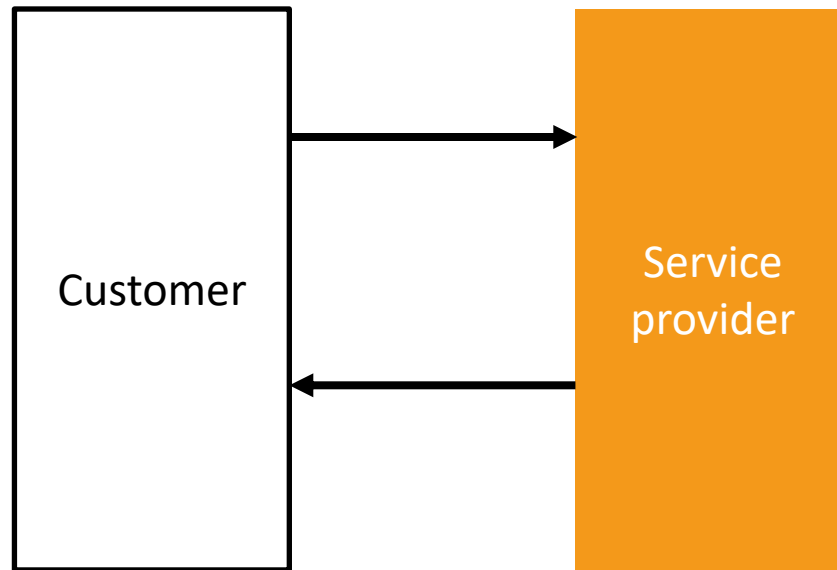


ISO/IEC 9001 definition:

“Degree to which a set of inherent characteristics **fulfils requirements**”.

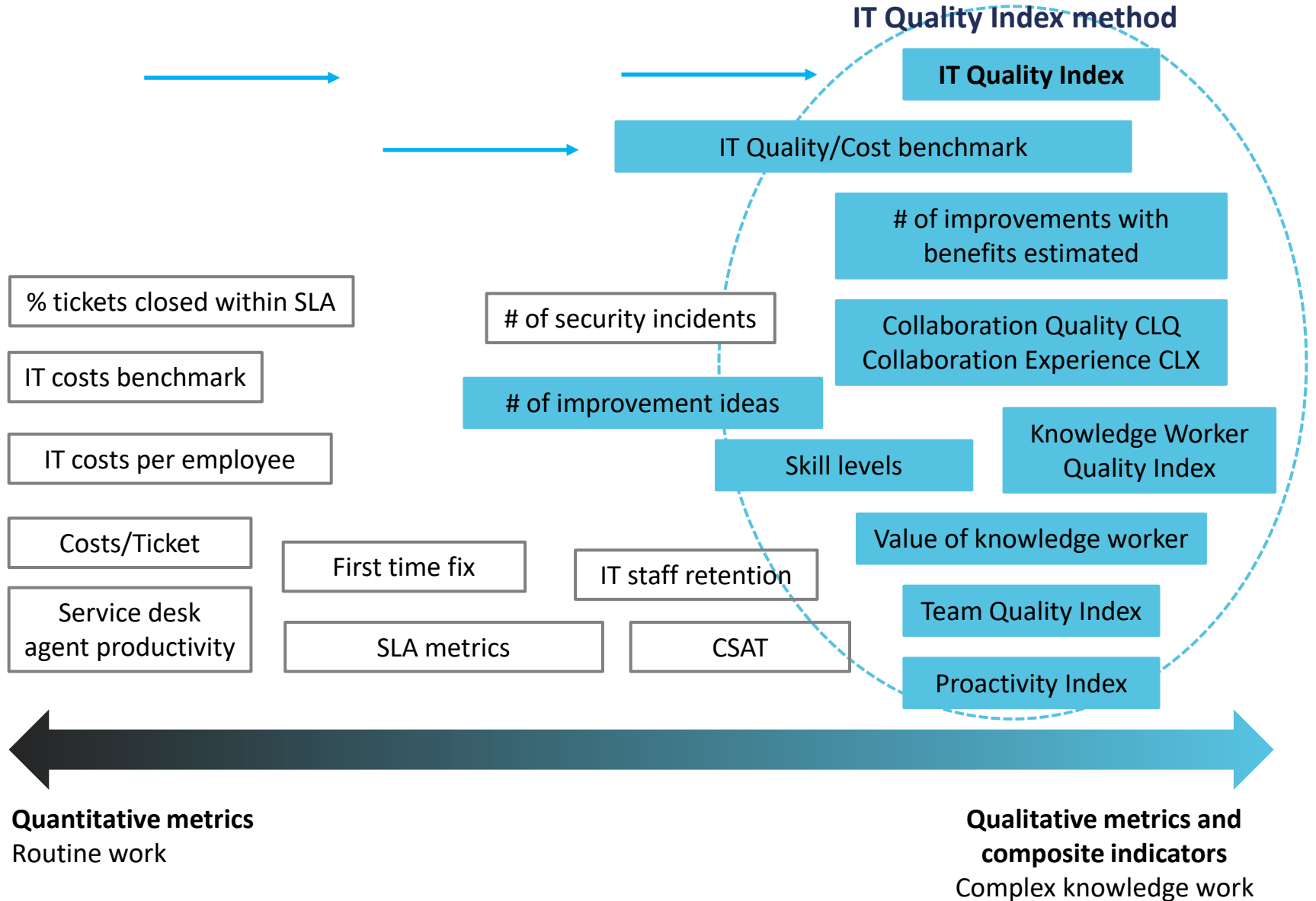
Is the ISO quality definition correct?

Meeting requirements means compliance ...



ISO 20000: Quality = meetings SLAs

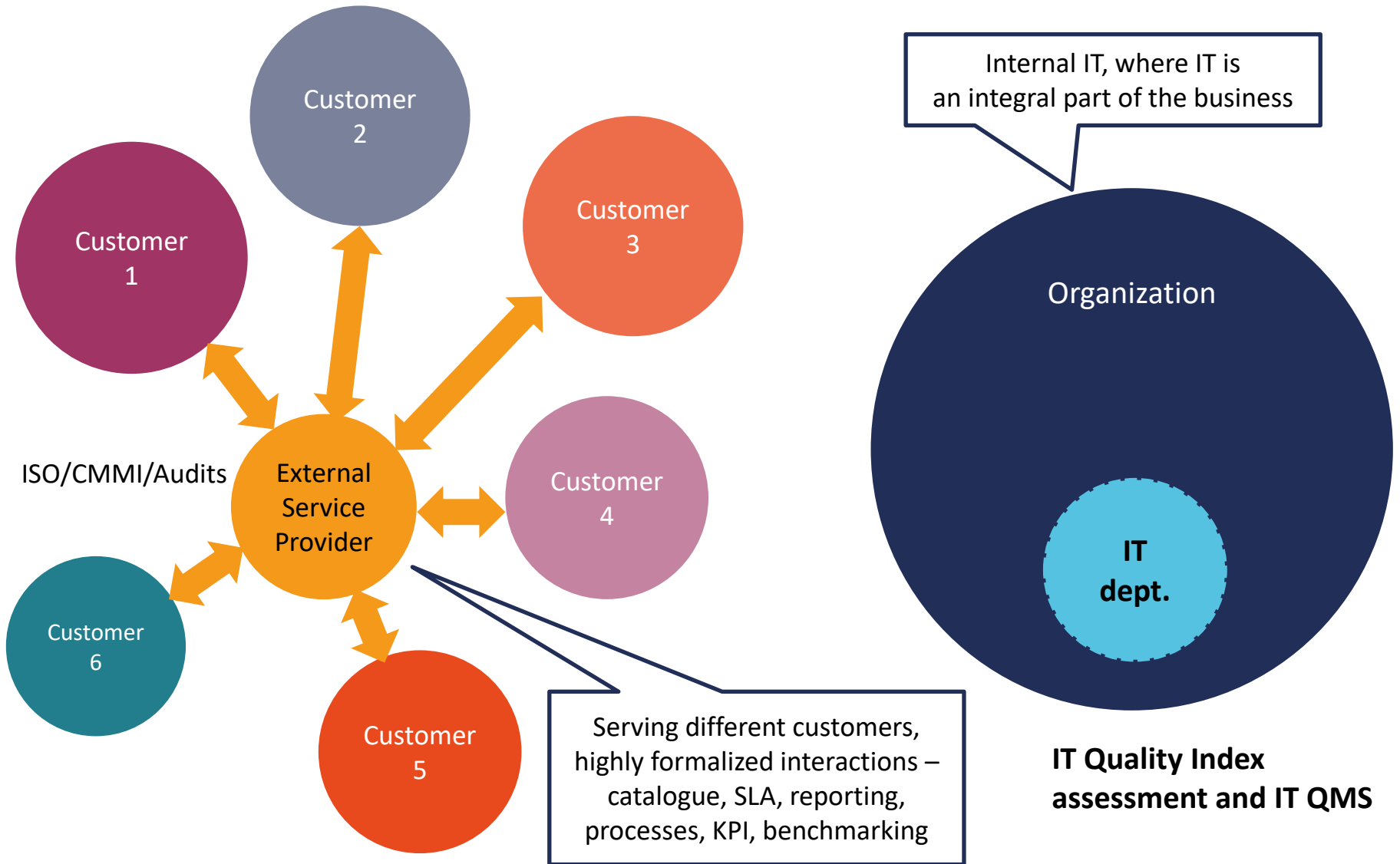
Drift to Qualitative metrics



Quantitative & Qualitative metrics compared

Attribute	Quantitative metrics	Qualitative metrics
Routine work	<input checked="" type="checkbox"/>	Applicable as a secondary metric
Knowledge work	Limited applicability as a secondary metric	<input checked="" type="checkbox"/>
# measurement dimensions	1-2 quantitative dimensions	Several quality dimensions (3+) or composite indicators, value metrics
Measured by	Tool, technology – single perspective	Experts or peers – multi-perspective
Frequency	High: Daily, weekly, monthly as latency is low	Low: 1-2 x / 1-2 years as latency is high
Individual metric measurement cost	Low	High
Total measurement costs paradox	Hidden high costs as a result of many quantitative metrics	Low costs as only very few qualitative metrics needed
Interpretation	Complicated because metrics are interrelated with unclear cause and effect	Easier than quantitative
Metric inherent logic	‘More is better’ – continual improvement applicable, linearity	‘More is better up to a level’ – discontinuity of improvement effort, non linearity
Exemplar metric	Number of closed tickets, average resolution time, costs per service desk agent, MTTR, incidents per user/month, reaction time	IT Quality Index, Knowledge Worker Quality Index, Collaboration Quality, Team skill levels, IT Security Index, Value of knowledge worker

Is internal IT the same thing as external SPs



Fundamental question

“What is IT QUALITY?”

What is Quality? Two approaches to quality.



ISO/IEC 9001 definition:

“Degree to which a set of inherent characteristics fulfils requirements”.

IT Quality Index
approach

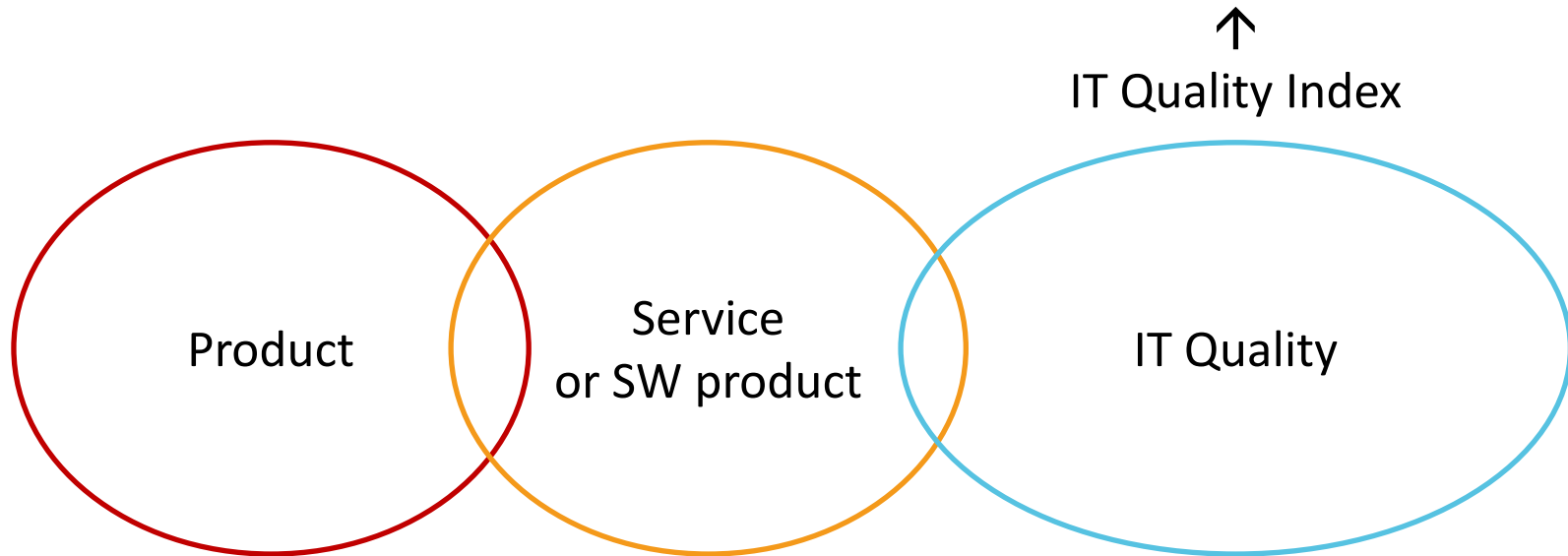
The Oxford dictionary:

“The standard of something as measured **against other things** of a similar kind; the **degree of excellence** of something.”



Quality approach for different domains

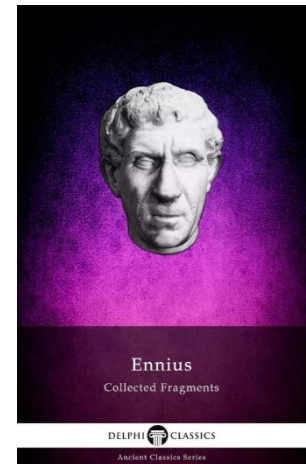
Quality of →	Product / physical object	Individual service	System
Measurement	Physical characteristics	SLA, CSAT	Multidimensional assessment
Quality criteria	Tolerances, technical criteria	Customer requirements	Level of excellence compared to others



What is IT Quality?

Ennius: “The good is mostly in the absence of bad.”

- Presence of good (widely accepted practices) doesn't mean absence of bad practices.
- The way how we formulate questions implicates how people think and respond.
- IT Quality Index is the first assessment method using **positive and negative** questions.



Solution

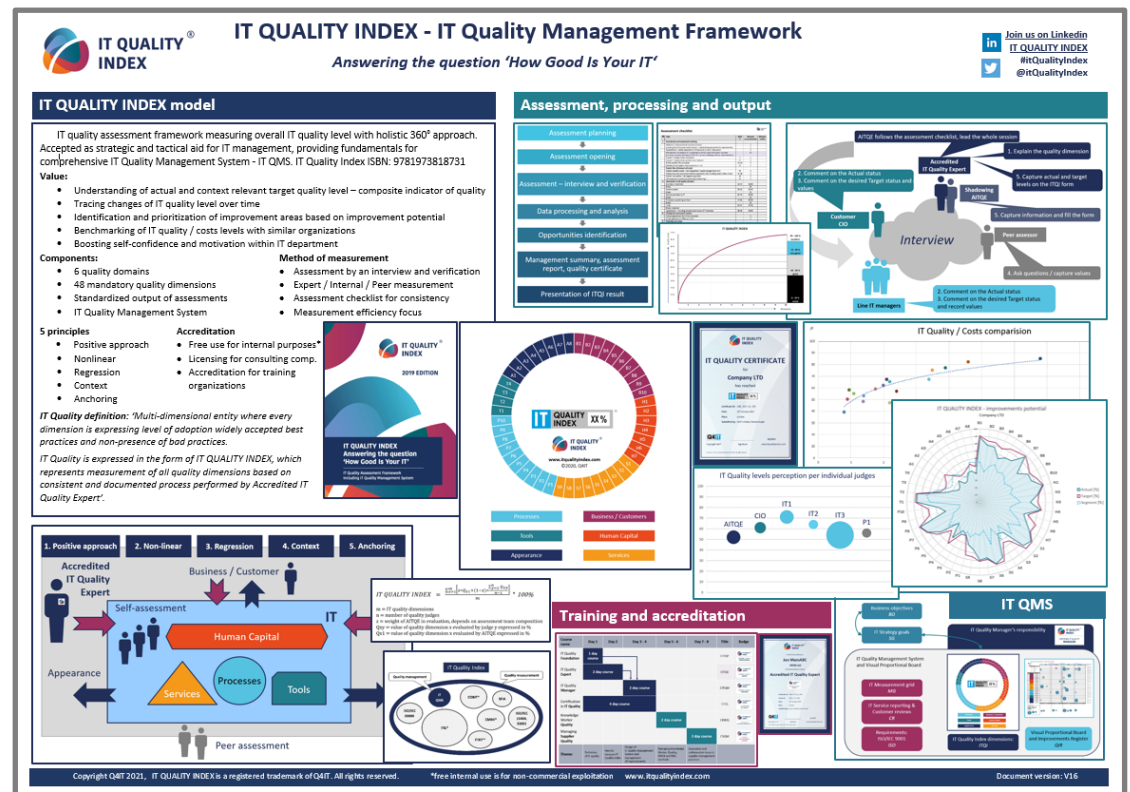
IT Quality Index – IT quality assessment and management method



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



IT QUALITY INDEX **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. IT Quality Index ISBN: 9781973818731

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.’

Assessment, processing and output

- Assessment planning
- Assessment setting
- Assessment – interview and verification
- Data processing and analysis
- Opportunity identification
- Management summary, assessment report, quality certificate
- Presentation of ITQ result

IT Quality / Costs comparison

IT Quality levels perception per individual judges

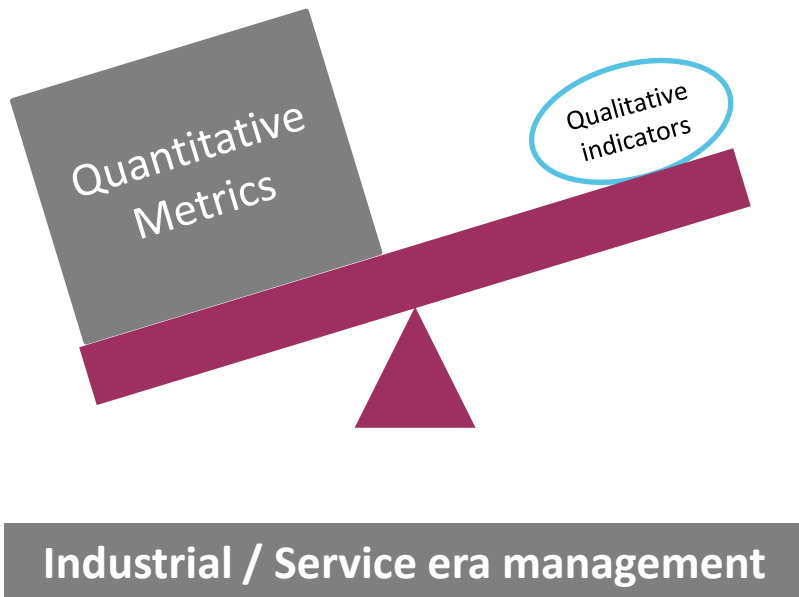
IT QMS

Training and accreditation

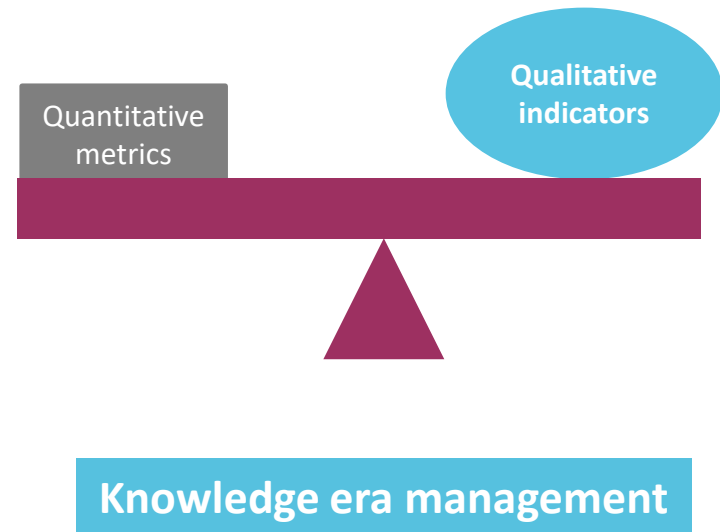
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Quality metrics

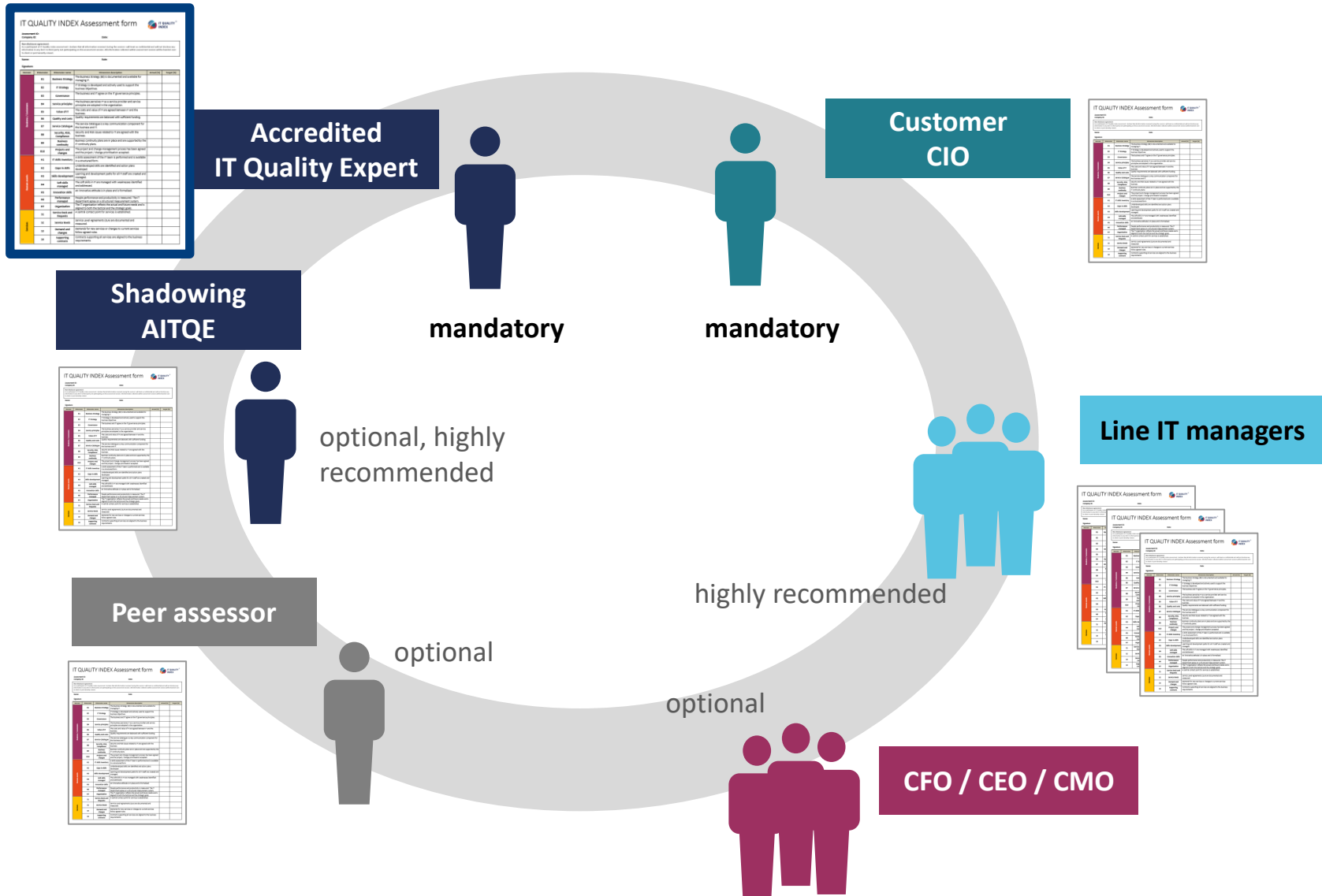
Quantitative focus – productivity, costs, volumes, speed, process or service level metrics



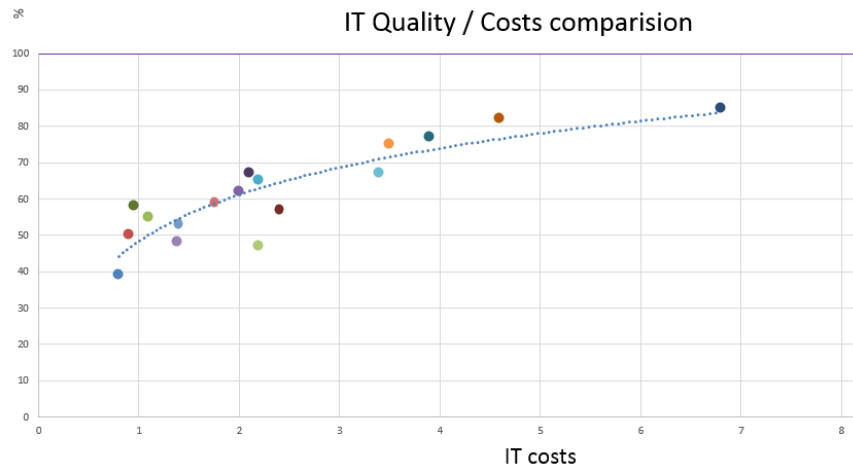
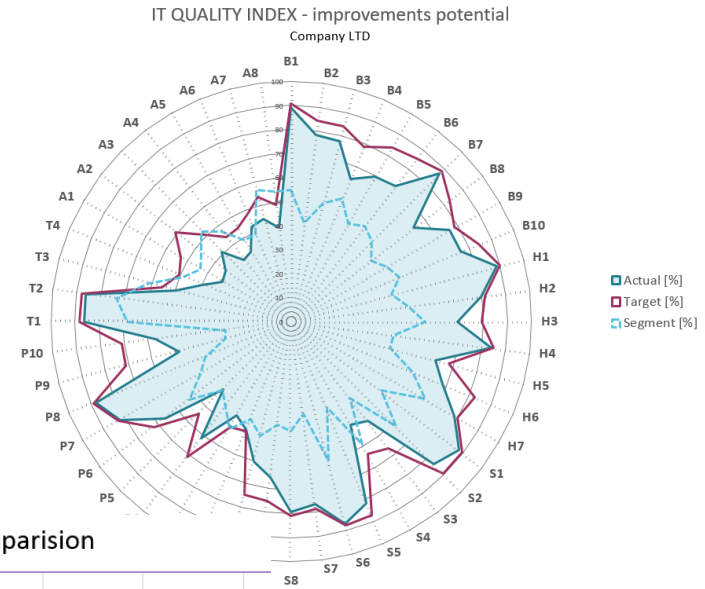
Qualitative focus – level of excellence, absence of bad, resilience, system level composite quality indicator, knowledge worker quality index, collaboration experience and quality



Assessment session



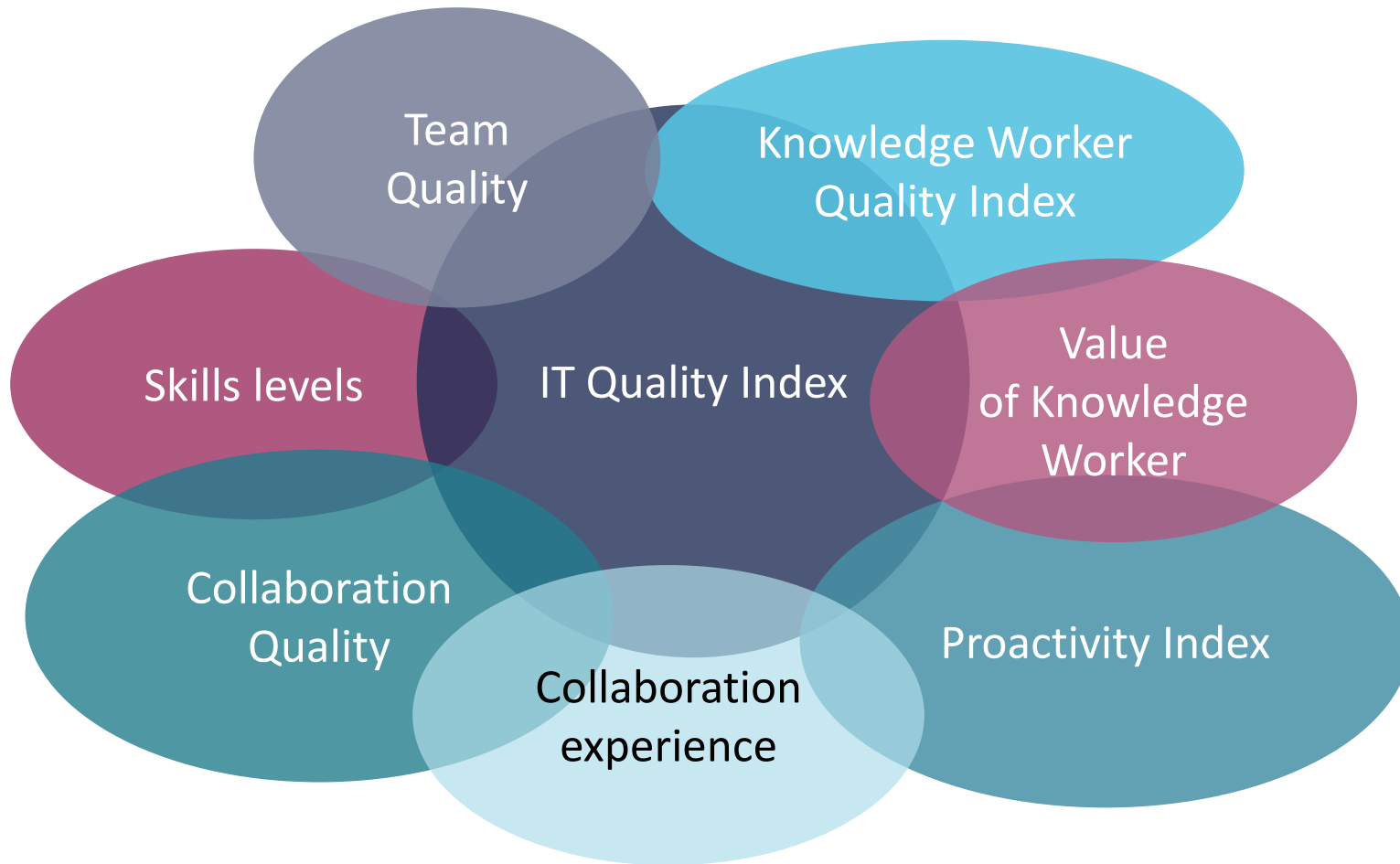
Example of outputs described in IT Quality Index body of knowledge










Real world example



ITQI complementing metrics



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						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	
Focus:	Definition of IT quality, quality model	IT Quality assessment	IT QMS design and management, metrics	Management of non-routine work, metrics for knowledge workers	innovation and collaboration with suppliers	Noise metrics, ABI metrics and metrics networks		

Free resources:

Featured web: www.itQualityIndex.com

<https://www.itqualityindex.com/free-resources/>

Book: IT Quality Index 2022 Edition

[Amazon](#) ISBN 798543925812 -paperback and e-book