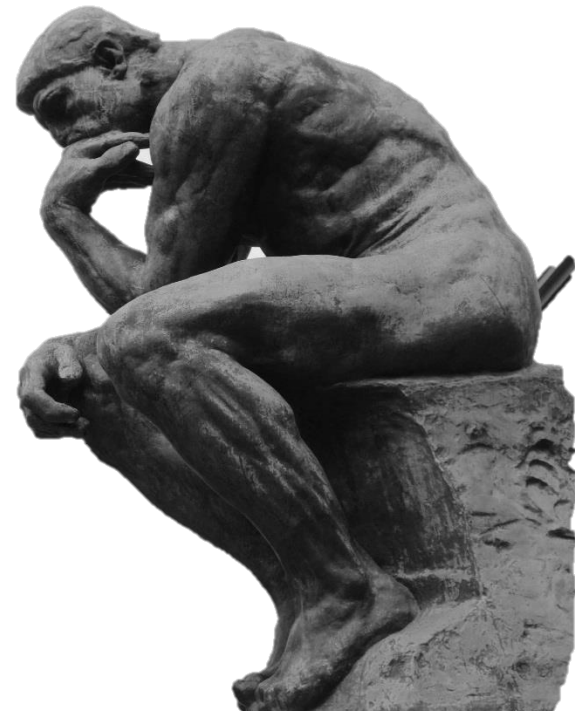
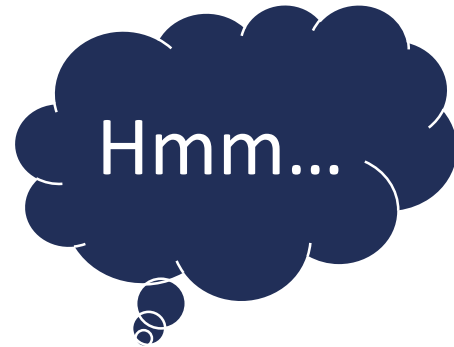


How good is your IT?

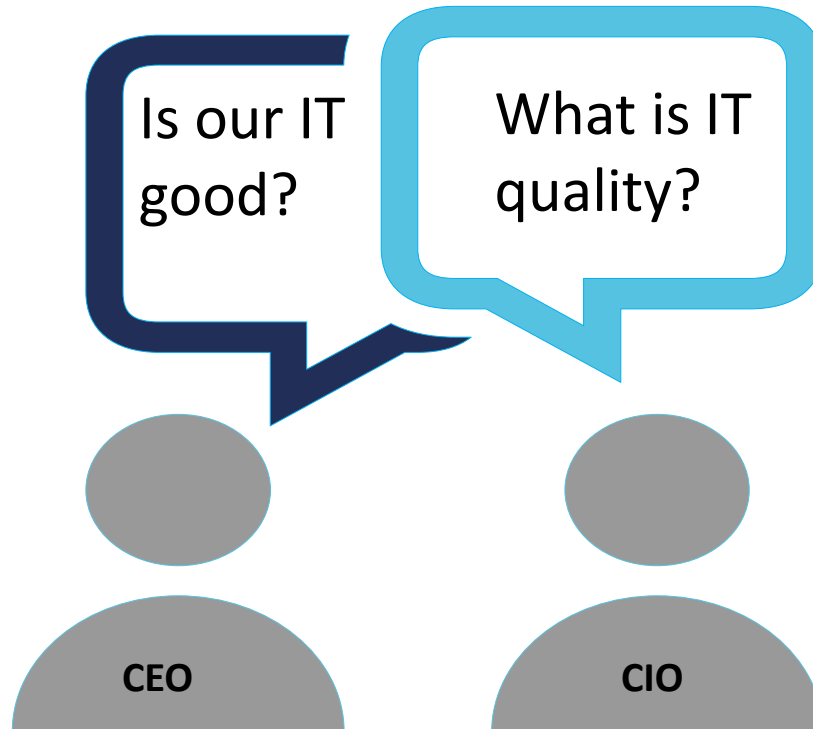
IT QUALITY INDEX Framework overview

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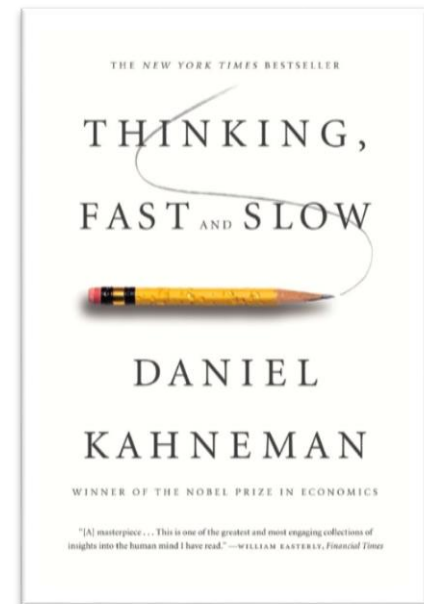
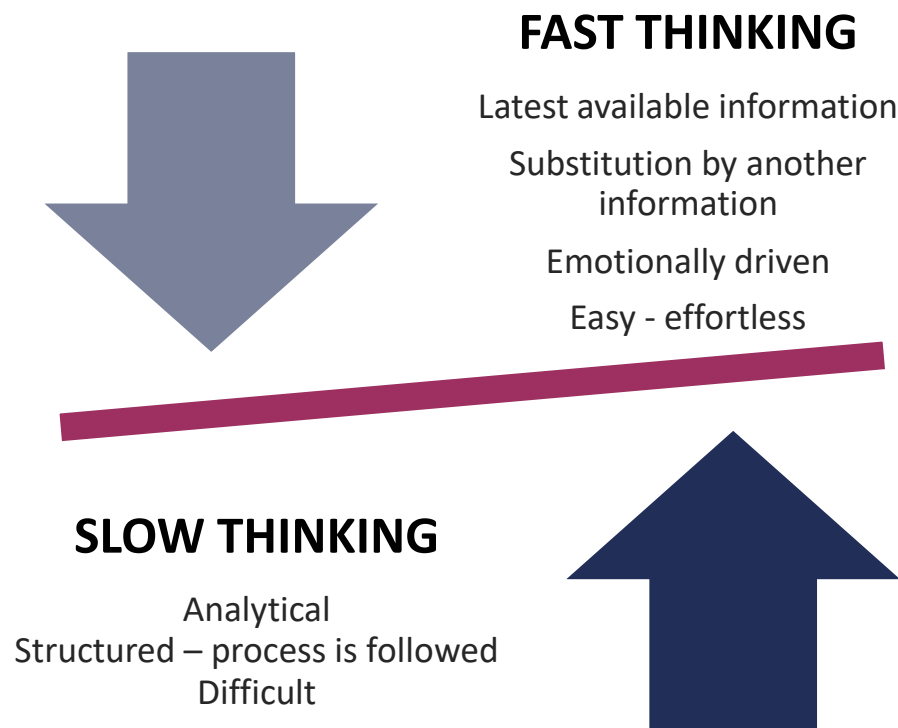
How
good
are we?



How would you respond ?



How do we answer difficult questions?



When CXO thinks about IT quality

Unless we provide analytical answer, she is using fast thinking constructed by emotions and last available information.

Outage, security issue, budget exceeded, slow, problem....



What do managers manage?

*Managers manage if there is...
...anything to manage*

figures, trends, gaps,
benchmarks, audit
findings, reports

Typical set of metrics
for strategic IT planning
(and management)

- IT OPEX, IT CAPEX
- FTEs

Can we then manage quality?



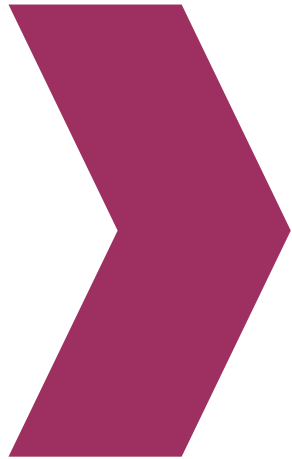
- Is there any strategic level measure related to IT quality?
- Do we (IT industry) offer any good method for measuring overall IT quality?
- Can we answer if IT is good?

Traditional approaches

- “We measure **process maturity levels**”
 - Usually driven by COBIT®, CMMI®, ITIL®, TIPA® for ITIL®, ISO 20000, 15504
- What if ITIL and process management principles are not formalized or used?
- Is process what matters most?
- Who measure and how ?
 - experienced IT professional or auditor
 - following question list with Yes/No ?

JUL-2003

Management responsibility	4.1	YES	NO	IN PROG.	N/A	Reference
Are the following understood by the service provider's personnel:						
1. service management policy?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. service management objectives?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. service requirements?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do top management continue to communicate the importance of fulfilling:						
1. service requirements?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. statutory requirements?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. regulatory requirements?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. contractual obligations?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the following understood by the service provider's personnel:	ADV					
1. service management objectives?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. service requirements?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. statutory requirements?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Process maturity
assessment is not
the answer

So what is quality then ...

- High CSAT score?
- All SLAs are green?



Is it the full picture of IT?

What about

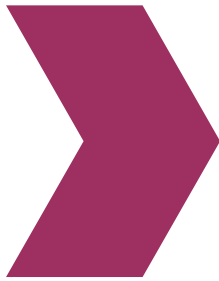
- Skilled IT employees
- Innovations
- Communication skills
- Chaotic, messy environment in IT
- Invisible IT – not communicating what they do ...

What's a true picture?

Fundamental question

“What is QUALITY?”

What is Quality?



ISO/IEC 9001 definition:

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

The Oxford dictionary:

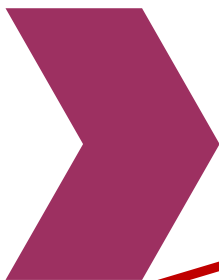
“The standard of something as measured **against other things** of a similar kind; the **degree of excellence** of something.”



We have to see IT with different logic

IT is a complex system,
not the sum of services or
processes, a holistic approach
required.

The solution is a method
for
IT quality measurement
of a complex system



ISO/IEC 9001 definition:

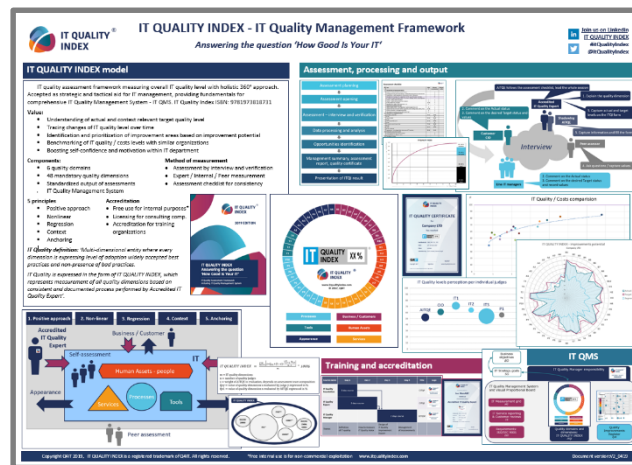
“Degree to which a set of inherent characteristics
fulfils requirements”.

Solution

The Oxford dictionary:

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

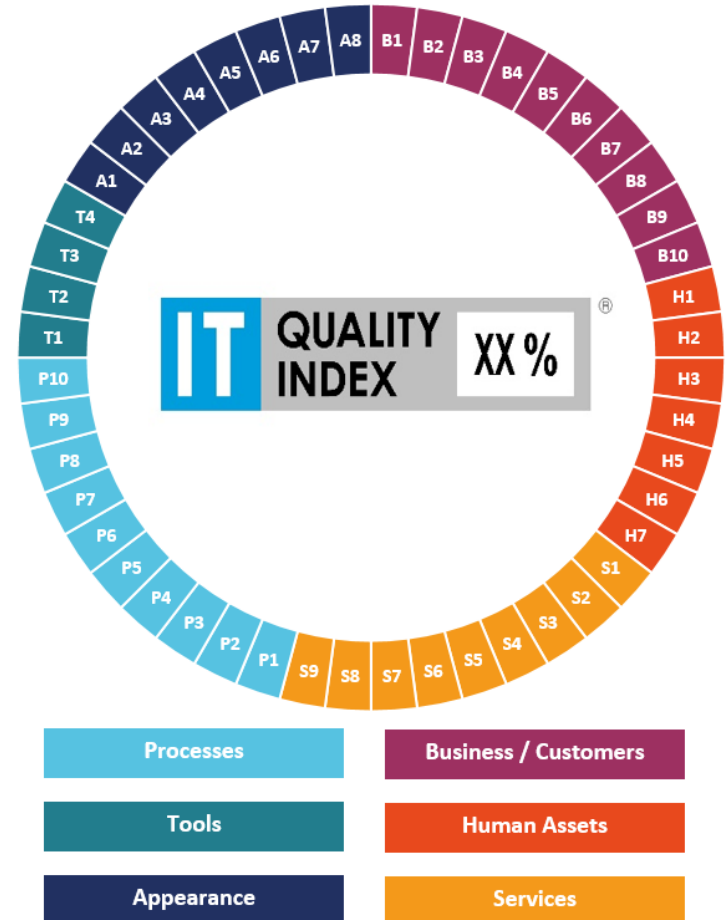
Inspiration for designing comprehensive IT quality management method – documented in BoK.



Quality domains and dimensions

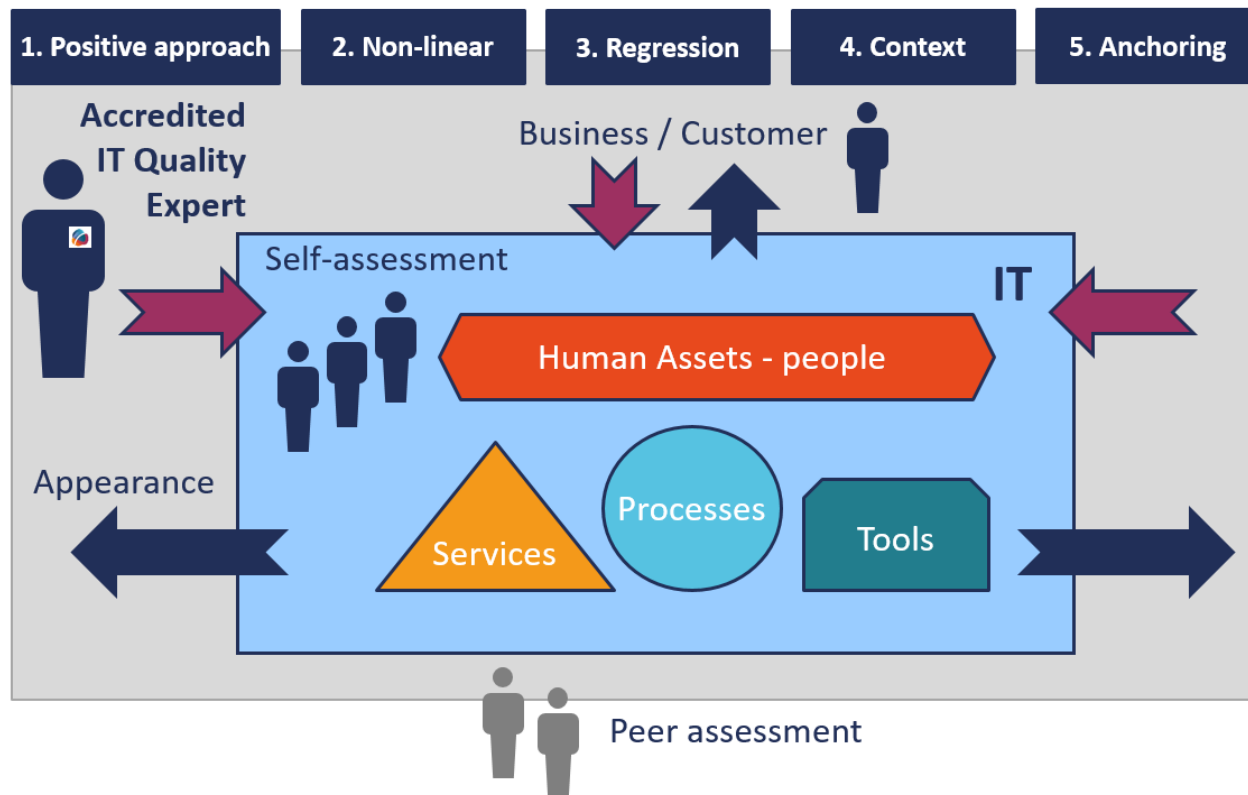
6 quality domains

48 defined and documented quality dimensions

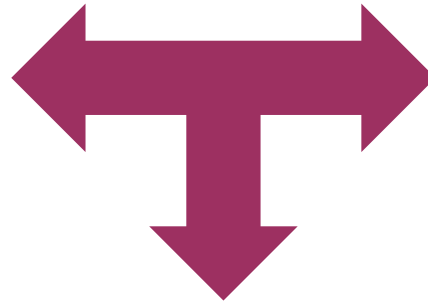
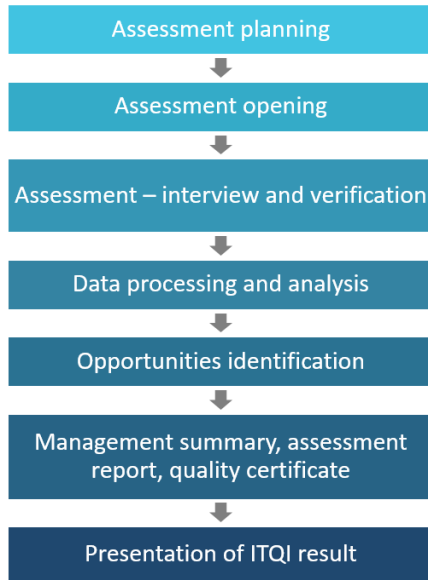


IT QUALITY INDEX

5 principles × 6 domains



How to measure?



Assessment checklist

Task	Slide #	Minutes recommended	Minutes reality
1. Introduction and assessment training			
Welcome, introduction of everyone in room		2	
Explain goal of the assessment session – identified opportunities for improvement		2	
Expectations – clarify expectations of everyone in room / discussion		5	
Introduction of company IT – presentation of CIO, type of business, business priorities, key facts and figures (FTE, PCs, servers, topology, offices, reporting lines)		15	
Explain IT Quality Index motivation	7	2	
Explain IT Quality Index architecture / solution	17	3	
Briefly explain ITQI principles	24-29	4	
Distribute and Explain Assessment form – A3	33	2	
Explain Non-disclosure principle			
Explain Quality Levels – very important / spend enough time on it	35	5	
Explain how the assessment will be organized / who is doing what / when / how	37-38	2	
Explain via positive / via negative approach	39	2	
Ask everyone to avoid irony/sarcasm/mentoring / ...	43	2	
2. Assessment of all quality domains			
Business / Customers	46-55	30-80	
Break		10	
Humans assets	56-62	20-45	
Break		10	
Services provided by IT	63-71	30-80	
Break		10	
Processes supporting services	72-82	40-80	
Break		10	
Tools	83-87	20-40	
Break / optional			
Appearance – including physical observance of IT premises	88-96	30-80	
4. Closing the assessment session			
Collect assessment form from everyone		5	
Check signature on NDA part form		2	
5. Planning next steps			
Inform everyone about next steps – processing steps, developing final report		2	
Schedule presentation meeting / agree on date – should be within next 2 weeks		2	
Thank everyone			

Remarks:

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

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 %

IT Assessment





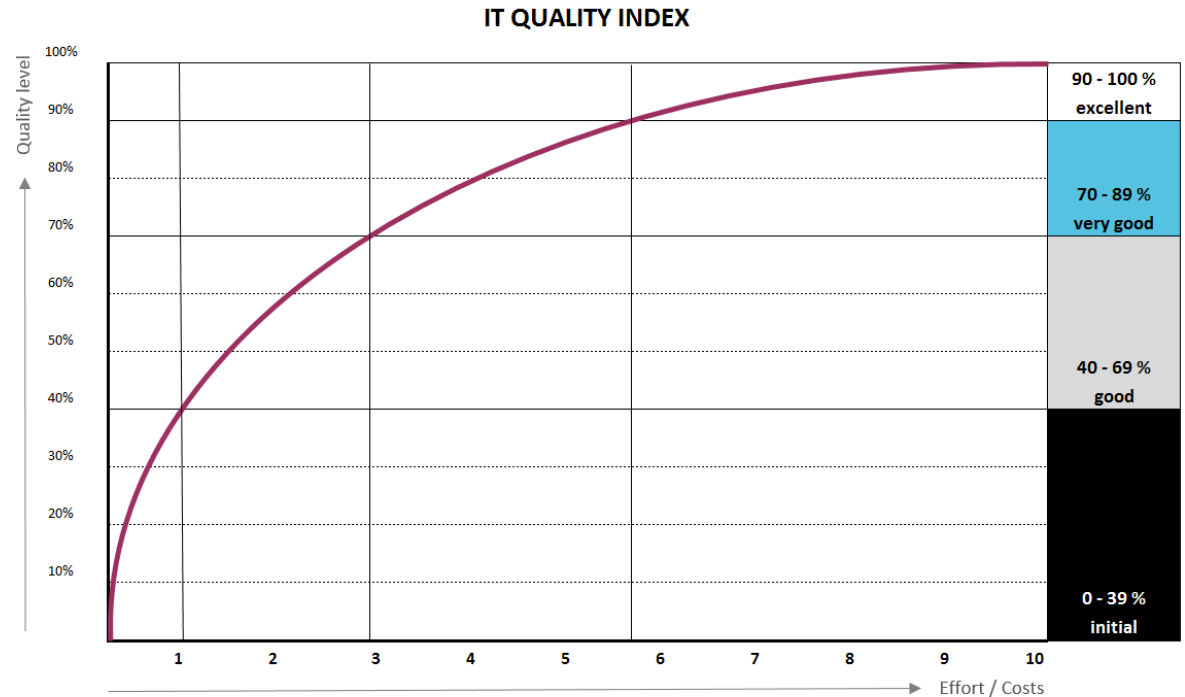
„The good is mostly
in the absence of bad“
- Ennius

Measure via positive (presence) and via negative (absence)

- Positive quality attributes for every dimension
- Negative attributes - “there is no

Non-linearity

Percentage scale
Non-linear



Every quality dimension is measured in scale 0-100%

Who can measure IT quality

Expert who is meeting quality criteria

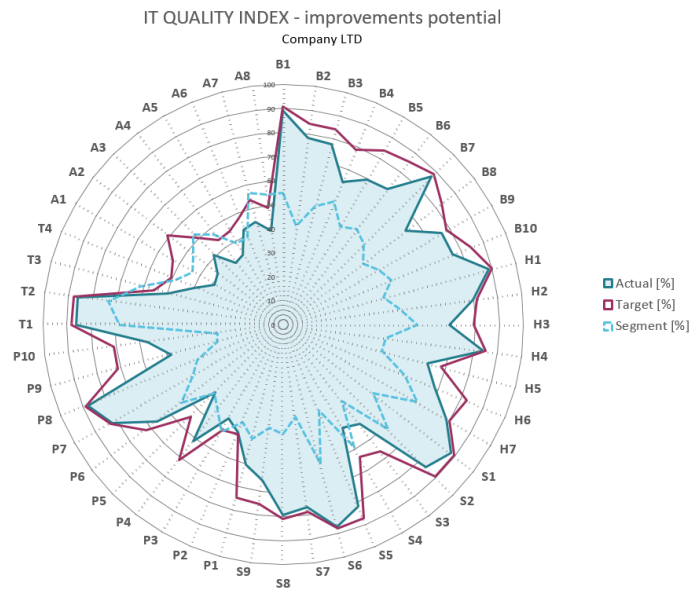
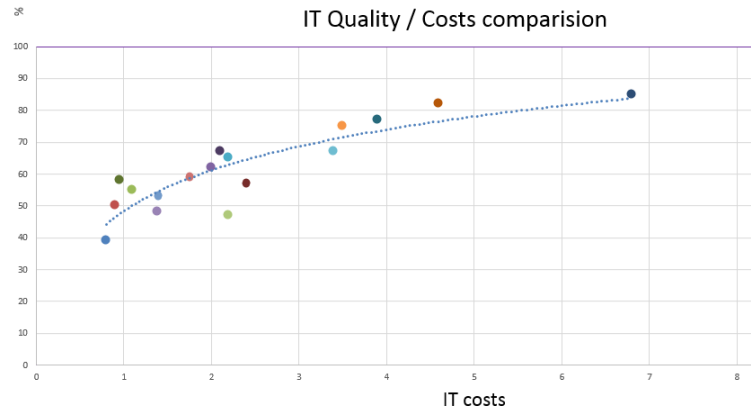
Accredited IT Quality Expert – AITQ

Accredited IT Quality Partner

Internal self-assessment is possible too.



Outputs – described in BoK



Conclusion

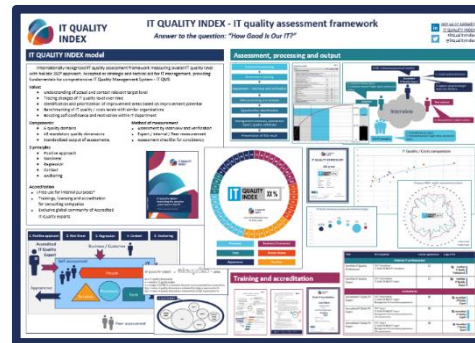


IT Quality is defined:

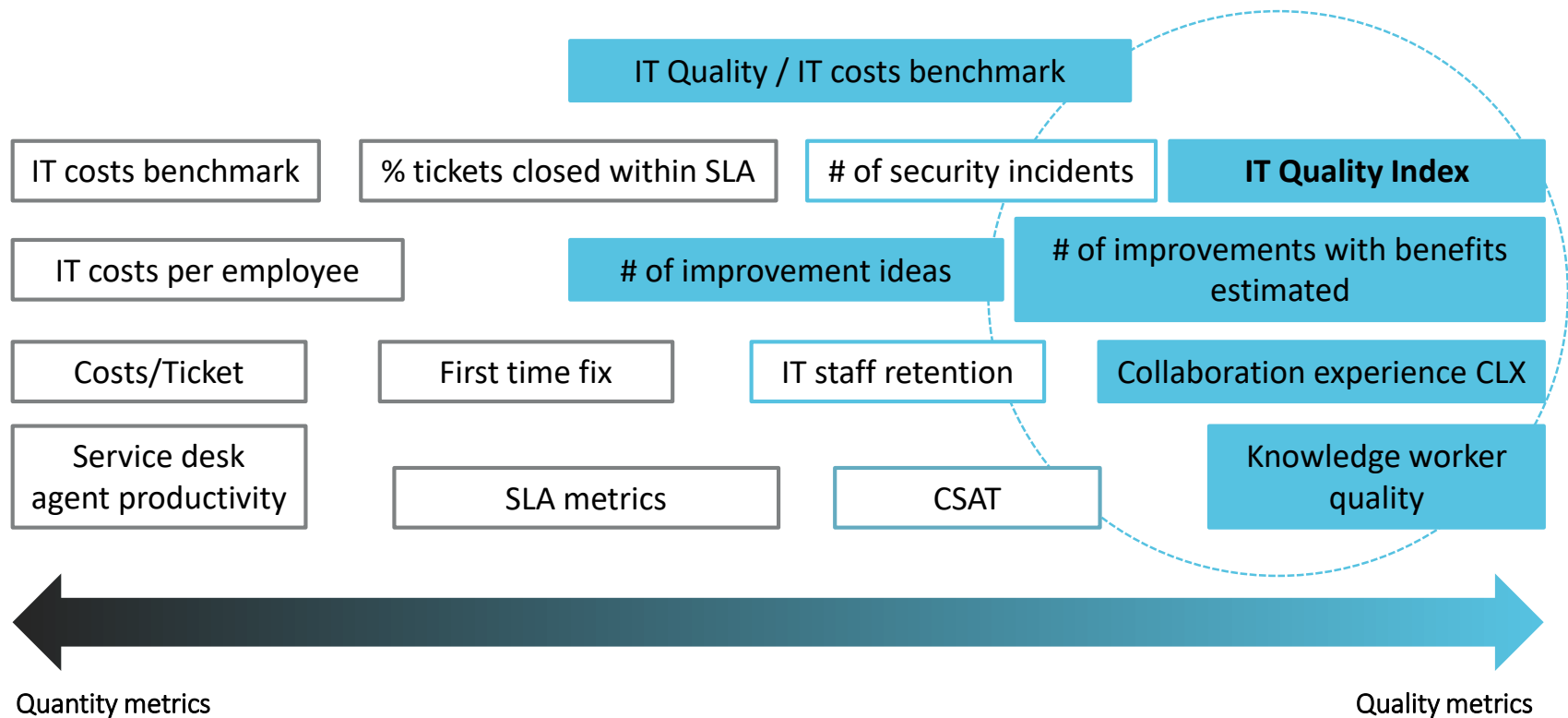
Multi-dimensional entity where every dimension is expressing level of adoption widely accepted best practices and non presence of bad practices.

The Framework is available

IT QUALITY INDEX as a measurement of all quality dimensions based on consistent and documented method performed by skilled IT Quality Expert.

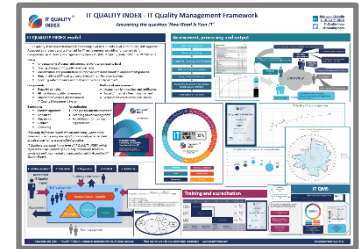


- IT management is mostly using **quantity** focused metrics
- IT Quality Index is providing a new set of IT **quality** metrics.



What it means

- Free ITQI poster/overview available – www.itQualityIndex.com
- You can buy IT Quality Index 2019 Edition – paper/eBook - ISBN 9781973818731 / Amazon
- Take ITQI trainings including certifications
- Request ITQI measurement
- Design your IT QMS compliant with COBIT 2019 APO11 Managed Quality, SFIA QUMG
- If you are consultant or trainer, you can extend your portfolio



What is in it for me

CIO

- Beside of costs/FTE proper attention can be now focused on overall IT quality, thus improving communication and understanding with business.





Executives

- Objective, repeatable method of assessment and benchmarking is possible allowing better IT and business alignment.

Consultants/Trainers

- Opportunity to expand portfolio of services: measurement of IT Quality based on IT QUALITY INDEX framework
- Deliver ITQI courses
- IT QMS

Certifications

Course name	Day 1	Day 2	Day 3	Day 4	Title	Logo
IT Quality Foundation	1 day course				CITQP	 IT QUALITY [®] INDEX CERTIFIED IT QUALITY PROFESSIONAL
IT Quality Expert	2 day course				CITQE	 IT QUALITY [®] INDEX CERTIFIED IT QUALITY EXPERT
IT Quality Manager			2 day course		CITQM	 IT QUALITY [®] INDEX CERTIFIED IT QUALITY MANAGER
Certification in IT Quality	4 day course				CITQ	 IT QUALITY [®] INDEX CERTIFICATION IN IT QUALITY
Theme:	Definition of IT quality	How to measure IT Quality Index	Design of IT Quality Management System	Management of improvements		

Thank you

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@itQualityIndex

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