IT QUALITY INDEX – IT Quality Management Framework

How good is your IT?

Where is the biggest improvement potential?

Is IT quality improving in time or stagnating?

For over 30 years IT has struggled to communicate its value to their business colleagues using availability metrics, creating the perception of a reactive cost centre with unclear links to business goals. This means IT leaders find it difficult to get investment for improvement projects and be seen as a core business function, until now. Having won Best IT project 2018 for eGov in the European Union the IT quality Index is a proven method to communicate value in the form of IT quality, prioritising improvement on overall business impact with an easy to understand metric for senior leadership, saving on average 2-3% of IT resources and resulting in an increase of budget for IT quality improvement.

Most companies are performing different types of self-assessments to better understand compliance levels, quality of performed work, and maturity of IT. From statistical perspective results of 90% of self-assessments show result better than average. This paradox is caused by asymmetric self-perception versus external assessment. Most people over estimate own quality while are blind to own omissions and mistakes. IT Quality index is approach, when quality of IT is assessed against IT industry relevant quality dimensions by Accredited IT Quality Expert AITQE with wide experience from different IT organizations.

IT Quality Index principles:

- Holistic, 360° approach to IT quality measurement – IT Quality Index as a composite indicator
- Comparison with quality levels database collected from different organizations
- Respect to accepted best practices
- Does not use binary coding - Yes/No
- Assessment combining via positive and via negative approach – improving accuracy of measurement
- Quality assessment is performed by Accredited IT Quality Expert
- Method is designed to support *expert + external peer assessment*
- Assessment approach supporting experience sharing between IT managers – cross assessment participation


Value to business:

Management accepted way of benchmarking IT in different organizations

- Shows non-linear dependency between quality and costs (resources, effort)
- Compliant with globally accepted best practices i.e. ITIL, COBIT, ISO/IEC 20 000
- Short term and long term quality improvement goals are identified
- Quality trend can be measured and incorporated in business and IT strategy
- Effective tool improving Business and IT quality perception
- Better prioritization of improvement initiatives
- Alignment of quality perception inside IT team

IT QUALITY INDEX ®

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## Quality assessment process:

- Time schedule, assessment, opportunities identification, benchmarking
- Management summary and presentation to stakeholders

IT QUALITY INDEX is suitable tool for initial IT quality assessment which provides useful hints for deeper analysis and then overall improvement projects.
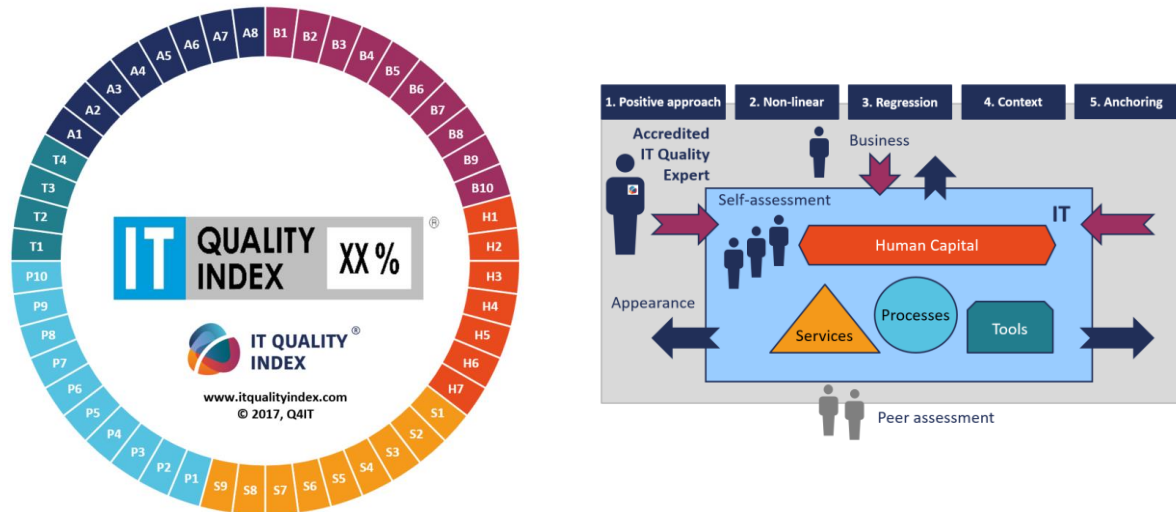
Body of knowledge is available in IT Quality Index book 2022 Edition available at Amazon, ISBN 9798543925812.

IT Quality measurement is resource effective, not time consuming activity (unlike traditional audits). Outputs of assessment are in extensive graphical form, which is easy to understand also to executives. Time from starting measurement to handover is typically 3 weeks.
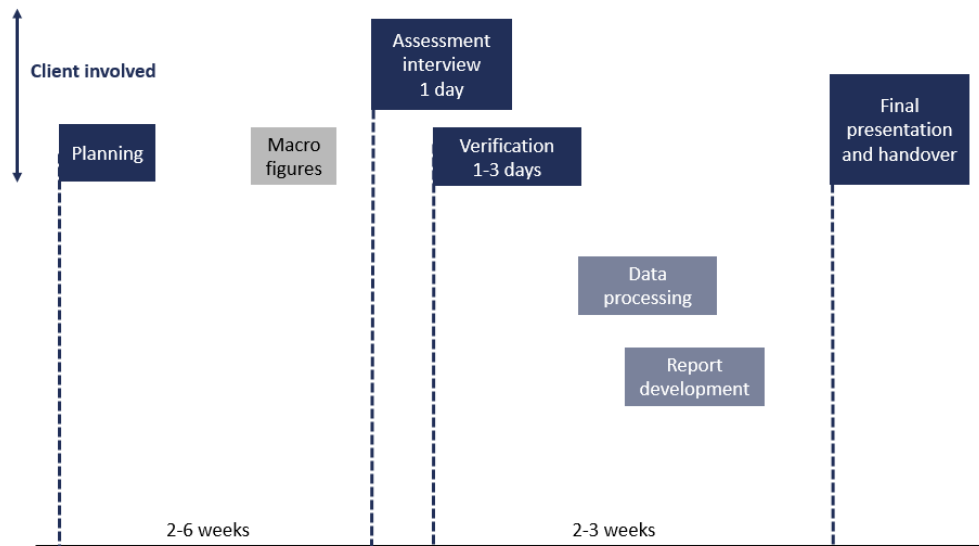
If you are interested to learn more, you may visit featured web www.itqualityindex.com

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