

IT QUALITY INDEX – IT Quality Assessment Method

How good is your IT?

Where is the biggest improvement potential?

Is IT quality improving in time or stagnating?

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:

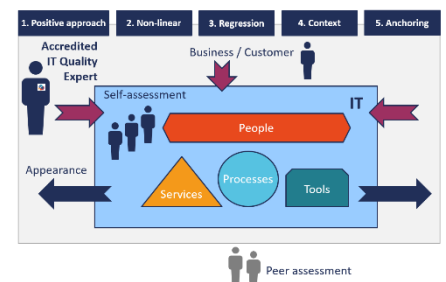
- Holistic, 360° approach to IT quality measurement
- Comparison with quality levels database collected from different organizations
- Respect to accepted best practices
- Does not use binary coding - Yes/No
- Assessment combining via positive and via negative approach – improving accuracy of measurement
- 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
- 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



Quality assessment process:

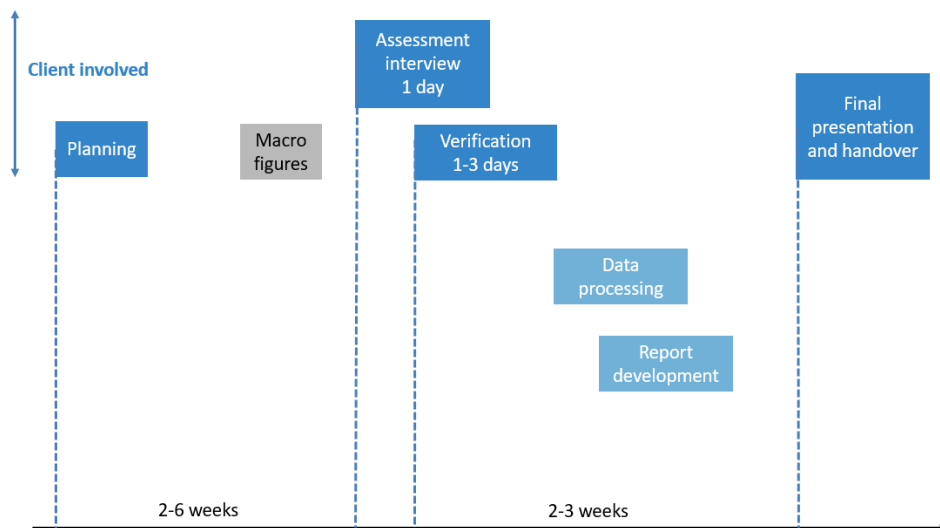
- Time schedule, assessment, opportunities identification, benchmarking
- Management summary and presentation to stakeholders

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 available in [Van Haren Publishing](http://VanHarenPublishing.com), ISBN 9789401802420.

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, visit featured web www.itqualityindex.com

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