Course IT QUALITY Expert

IT quality assessment framework expert level training leading to
Certified IT Quality Expert - CITQE and/or
Accredited IT Quality Expert - AITQE

Course length: 2 days including certification exam

Overview: The course provides expert level knowledge of the IT Quality Index framework. The course explains how to communicate the benefits of having knowledge of IT quality to executives and internal IT teams. Candidates will understand the processes of assessment, data processing, benchmarking and presentation to IT and business executives.

Prerequisites: no pre-requisites, recommended ITIL® intermediate certificate or ITIL® Expert or any of ITIL® 4 courses. Course is targeted to experienced IT managers or senior IT management consultants.

Target group: For IT managers with the course being focused for IT quality, team leaders, IT quality managers and CIOs. This course is targeted to individuals aiming to become Certified IT Quality Experts (CITQE – non-commercial internal use) or Accredited IT Quality Expert (AITQE – commercial use, consultants). This course is mandatory as part of the licensing process for gaining Accredited IT Quality Expert certification. This accreditation is required for consultants from companies who intend to become an Accredited IT Quality Index consulting partner – AITQP.

Course learning objectives: This qualification represents an expert level of knowledge in the IT Quality Index framework and the concept of quantifying the quality of IT into a management focused form. The course participants will gain expert knowledge of the 48 quality dimensions, how to assess actual and target levels along with how to identify the areas with the greatest improvement potential. Candidates will learn how to manage quality assessment sessions, how to process the captured information and interpret and communicate the resulting data. Participants will gain knowledge of how to focus the communication with the business on the overall quality of IT rather than only on quantity driven operational performance. Candidates will gain an understanding of the central data processing logic, licensing rules and the way of working within the ITQI community.
SFIA skills: Quality management QUMG, Measurement MEAS, Audit AUDT

Course agenda – Day 1: Identical to IT Quality Index Foundation
- IT Quality measurement - Motivations
- Previous models used to analyse IT quality and why we need to rethink this
- Architectural design of a holistic IT quality assessment
- IT Quality Index – The model, principles & the IT quality definition
- 6 quality domains, 48 dimensions:
    - Business/Customers
    - Human capital
    - Services
    - Processes
    - Tools
    - Appearance/Image
- IT Quality Index assessment – Planning, organisation & assessment method
- Analysis & processing
- Interpreting results, creating a management summary & results presentations
- Value to the business
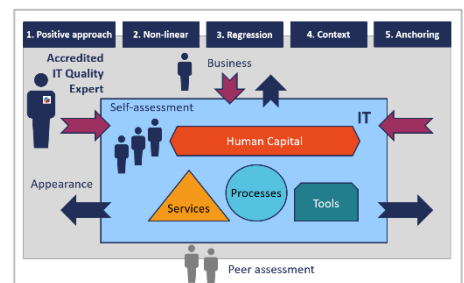
Day 2:
- Managing an assessment session – Who/What/How
- Identification of outliers and verification
- Data processing logic, visual outputs
- Processing the outputs & presenting to stakeholders
- Value proposition, complementing IT Quality metrics as CLQ, CLX, KWQI, PRI
- Online certification exam Certified IT Quality Expert CITQE

IT QUALITY® INDEX

Q4IT GBR
Q4IT CANADA
Q4IT CZE

email: info@q4it.eu
www.q4it.eu
@Q4IT_eu

Additional information:

- The course is led by an experienced Accredited IT Quality Expert & Trainers – AITQE / AITQT
- Course participant will obtain assessment templates to deliver non-commercial internal IT Quality Index assessments for their organization
- Consultants can apply to get Accredited IT Quality Expert AITQE to deliver independent IT Quality assessments - additional conditions for commercial use are applicable
- Recommended follow-up course – IT Quality Manager, Managing Knowledge Worker Quality, IT performance reporting

www.itqualityindex.com

TRAINING
IT QUALITY Expert

IT QUALITY INDEX

Certified IT Quality Expert – CITQE
Accredited IT Quality Expert – AITQE

*IT QUALITY INDEX framework
expert level training*

Certification schema:

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		