

Course IT QUALITY Manager

Manager level training leading to Certified IT Quality Manager - CITQM



Course length: 2 days including certification exam

Overview: This course presents a managerial level overview of the IT Quality Index framework. The course will guide participants from the design through to the sustainable management of an IT Quality Management System driven by the IT Quality Index principles, domains and dimensions. Participants will learn to demonstrate IT's commitment to the continual quality improvement of all the quality dimensions through clear reporting.

Prerequisites: As a mandatory requirement candidates will need to have passed the IT Quality Index Foundation course and received a Certified IT Quality Professional certificate, or passed IT Quality Index Expert and received Certified IT Quality Expert. An understanding of the IT service management principles is necessary, so ITIL® 4 Foundation or higher is recommended. The IT Quality Index book or courseware from the IT Quality Index Foundation is required for the exercises within the course and the final exam.

Target group: For IT managers with the course being focused for IT quality leaders, team leaders, IT quality managers and CIOs. This course is targeted to IT quality managers who are designing and managing continual IT Quality Improvement Systems in their IT organisations, with an aim to becoming a Certified IT Quality Manager – CITQM.

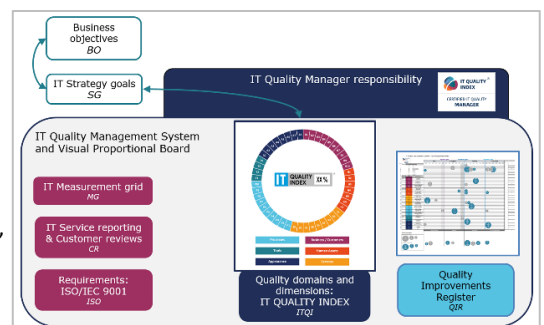
Course learning objectives: The CITQM qualification represents a deep understanding of how the IT Quality Index framework can form the basis for a continual IT quality improvement system in all quality dimensions including the services delivered to customers. Course participants will learn to communicate the value, design, management and adjustment of the IT quality management system on a strategic and a tactical level. Candidates will learn how to design their own IT QMS based on the IT Quality Index principles with respect to the context and complexity of their particular IT departments. Learn mapping of IT QMS into COBIT 2019, process APO11 Managed Quality.

[SFIA](#) skills: Quality management QUMG 4—7

Follow-up trainings: [Managing Knowledge Worker Quality](#) and [Managing Supplier Quality](#)

Course agenda – 2 day format:

- Overview of ITQI framework – Key parts.
- Designing a visual IT QMS system.
- Key components of an IT QMS.
- Establishing an IT QMS - Roles & activities.
- Responsibilities of IT Quality Manager
- Improvements initiation - From an idea through to recording, realisation, to managing unexpected situations or conflicting changes.
- Measuring the value of improvements – CVC, RBA, ADRA techniques
- Reporting & the KPIs of an IT QMS.
- Mapping IT QMS to COBIT 2019, process APO11 Manage Quality
- Experiential exercises that make up around 30% of the course:
 - Finding ideas for improvement
 - Visual management of improvements
 - Evaluation of improvements
 - Designing your own IT QMS
- Online certification exam CITQM.



Additional information:

- The course is led by an experienced Accredited IT Quality Expert
- The course includes practical assignments to provide a platform for learning by doing and provide inspiration from the real world use of the IT QMS.

CIO: Our reporting in IT was out of date and mainly driven by a reactive mode of operation measuring the volumes of incidents and problems. Our management approach is evolving with more proactive improvements, so we need to have the right process in place from the start. We need to design, manage and cultivate a sustainable IT QMS that includes skilled people, proper processes and visual tool support. We aim to report the benefits realised from different perspectives and provide transparent reporting regarding overall IT quality improvements.

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