Certification in IT Quality

IT Quality Professional, Expert, Manager combined course leading to the Certification in IT Quality

CERTIFICATION IN IT QUALITY

Course length: 4 days including certification exam

Dates, prices and registration: course details and registration

Overview: This course presents a managerial level overview of the IT Quality Index framework. The course will guide participants through the IT Quality Index by explaining what IT quality is, how IT quality can be measured and the key competencies required for the design and 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 that demonstrates IT's contribution to the business.

Prerequisites: No pre-requisites, an understanding of the IT service management principles is necessary, so ITIL® 4 Foundation or higher is recommended. The IT Quality Index book is highly recommended for the exercises within the course and the final exam.

Target group: For experienced IT managers, this course is designed to ensure you have all the tools and knowledge to lead the IT quality improvement within your organisation, typical attendees are team leaders, IT quality managers and CIOs. This course greatly expands the understanding of quality only touched upon in ITIL courses and the COBIT framework, so every person holding mentioned certifications will gain specialism of a proven IT quality methodology, not covered in any detail in the ITIL or COBIT body of knowledge.

Course learning objectives: The Certificate in IT Quality 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 what IT quality is, how IT Quality can be measured and communicated to the executives. Candidates will learn how 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 6-7, Quality assurance QUAS 5-6, Measurement MEAS 4-6, Conformance review CORE 5-6

**Course agenda – 4 day format:**

Day 1 – IT Quality Foundation

- IT Quality measurement – Motivations.
- Overview of traditional quality approaches.
- Architectural design of a holistic IT quality assessment.
- IT Quality Index – The model, principles & the IT quality definition.
- Quality domains, dimensions & attributes – high level:
- IT Quality Index assessment – Planning, organisation & assessment method.
- Analysis & processing.
- Interpreting results, creating a management summary & results presentations.
- Value to the business.

Day 2 – IT Quality Expert

- IT Quality measurement - Motivations.
- Previous models used to analyse IT quality.
- Architectural design of a holistic IT quality assessment.
- Quality domains and dimensions explained
    - Business/Customers
    - Human capital
    - Services
    - Processes
    - Tools
    - Appearance
- IT Quality Index assessment – Planning, organisation & assessment method.
- Analysis & processing.
- Interpreting results, creating a management summary & results presentations.
- Value to the business.
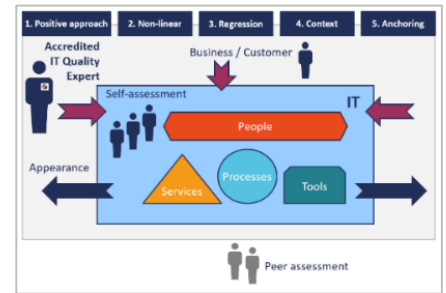
Day 3 and 4 – IT Quality Manager and final certification

- 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 50% of the course:
    - Finding ideas for improvement
    - Visual management of improvements
    - Valuation of improvements
    - Designing your IT QMS
- Certification exam CITQ
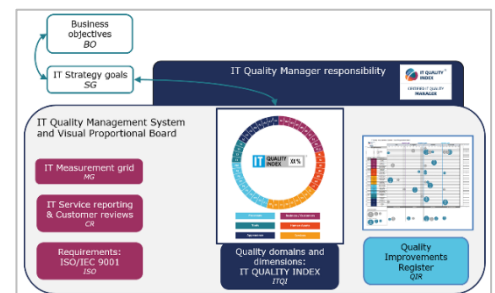
Additional information:

- 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.

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.