

# Course IT QUALITY INDEX 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 60 minutes certification test

**Price:** 1260 EUR 1110 GBP 1860 USD including certification exam (without VAT)

**Registration:** [registration form](#) **Dates and places:** see courses calendar on web pages

**Prerequisites:** ITIL® intermediate certificate or ITIL® Expert (exceptions might be approved individually), demonstrated IT management skills.

**Target group:** IT managers with focus on IT quality, team leaders, IT quality managers, CIOs. Individuals aiming to become Certified IT Quality Experts (CITQE - internal use) or Accredited IT Quality Expert (AITQE – commercial use, consultants). This course is mandatory for licensing process for gaining Accredited IT Quality Expert accreditation. This certification is required for consultants from companies with intend to become Accredited IT Quality Index consulting partner – AITQP.

**Course learning objectives:** This qualification presents an expert level of IT Quality Index framework – concept of quantification quality of IT into management comprehensive form. Course participants will gain expert knowledge of 48 quality dimensions, how to assess their IT quality levels, identify areas with biggest improvement potential. Candidates will learn how to manage quality assessment session, how to process, interpret and communicate result data. Candidates will gain knowledge how to focus communication with business on overall quality. Candidates will get understanding of data processing logic, licensing rules and way of working within ITQI community.

SFIA skills: Quality management QUMG 5-7, Quality assurance QUAS 5-6, Quality standards QUST 5, Conformance review CORE 5-6.

## Course agenda – Day 1 :

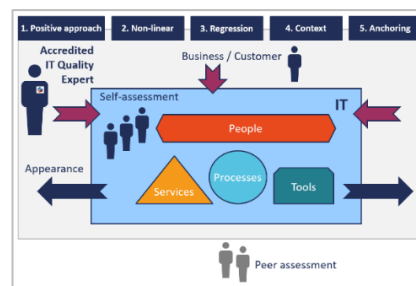
- IT Quality measurement - motivations
- Previous models used to analyse IT quality
- Architectural design of holistic IT quality assessment
- IT Quality Index – model, principles, IT quality definition
- Quality domains, dimensions, attributes
  - Business/Customers
  - Human assets
  - Services
  - Processes
  - Tools
  - Appearance
- IT Quality Index assessment – planning, organization, method of assessment
- Analysis and processing
- Interpreting results, creating management summary, results presentation
- Value to business

## Day 2:

- Managing assessment session – who/what/how
- Verification
- Data processing – logic
- Processing outputs and presentation to stakeholders
- Value proposition
- Certification exam - 60 minutes test

## Additional information:

- Course is led by experienced Accredited IT Quality Expert and Trainer – AITQE / AITQT
- Course participants will be invited to LinkedIn group AITQE which is targeted to Accredited IT Quality Experts and Certified IT Quality Experts



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