

Course IT QUALITY INDEX Manager

IT quality assessment framework advanced level training leading to
Certified IT Quality Manager - CITQM

Course length: 1 day including certification exam

Price: 960 € + VAT, including exam

Registration: [registration form](#)

Dates and places: see courses calendar on web pages

Prerequisites: Candidates holding Certified IT Quality Expert (CITQE) or Accredited IT Quality Expert (AITQE)

Target group: IT managers with focus on IT quality, team leaders, IT quality managers, CIOs. Individuals aiming to become Certified IT Quality Manager – CITQM. Course is targeted to IT quality managers managing continual IT quality improvement systems.

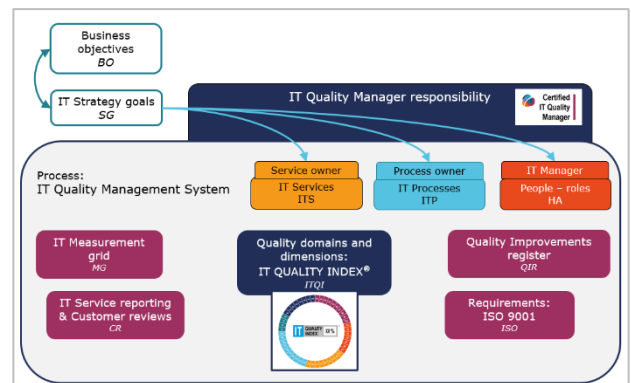
Course learning objectives: This qualification presents deep understanding how IT Quality Index framework could form basis for continual quality improvement in all quality dimensions. Course participants will gain knowledge how to design, operate IT quality management system on strategic, tactical and operational level.
SFIA skills: Quality management QUMG 5-7, Quality assurance QUAS 5-6, Quality standards QUST 5, Conformance review CORE 5-6.

Course agenda – 1 day format :

- Overview of IT quality management system
- Overview of ITQI framework
- Designing visual IT QMS system
- Key components of IT QMS
- Establishing IT QMS – roles, activities
- Improvements initiations, recording, processing
- Managing improvements
- Measuring value of improvements
- Reporting and KPIs of IT QMS
- Value to business
- Test – 60 minutes, writing answers to scenario + questions

Additional information:

- Course is led by experienced Accredited IT Quality Expert and Trainer – AITQE / AITQT
- Course is including practical assignments to provide platform for learning by doing



CIO: Our IT reporting was designed some time ago and was mainly driven by reactive mode of operation like volume of incidents and problems. Our approach is evolving to proactive continual improvements so we need to have right process for it. We need to design, manage and cultivate sustainable IT quality management system including skilled people, proper process and tool support. We aim to report benefits realized from different perspective and transparent reporting regarding overall IT quality system.

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