

Course IT QUALITY INDEX Manager

Advanced level training leading to
Certified IT Quality Manager - CITQM



Course length: 2 days including certification exam

Price: 1.260 EUR 1.110 GBP 1.896 USD including certification exam, VAT excl.

Registration: [registration form](#)

Dates and places: see courses calendar on web pages

Prerequisites: Mandatory requirement - candidates passed IT Quality Index Foundation course and received Certified IT Quality Professional certificate. Recommended ITIL® Foundation or higher to understand IT service management principles. Book IT Quality Index or courseware from IT Quality Index Foundation required to help candidates with exercises.

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 in their IT organizations.

Course learning objectives: This qualification presents deep understanding of how IT Quality Index framework could form basis for continual quality improvement system in all quality dimensions and services delivered to customers. Course participants will gain knowledge how to communicate, design, manage, adjust IT quality management system on strategic and tactical level. Candidates will learn how to design their own IT QMS based on IT Quality Index principles. SFIA skills: Quality management QUMG 5-7, Quality assurance QUAS 5-6, Quality standards QUST 5, Conformance review CORE 5-6.

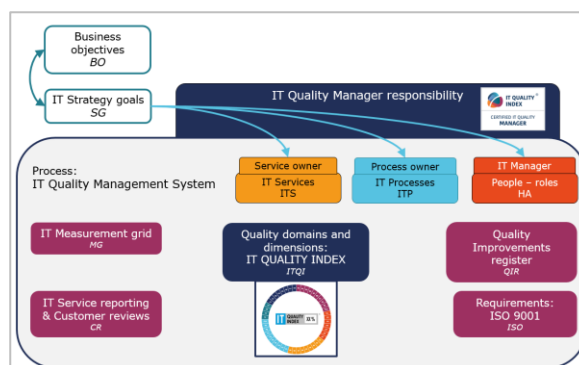
Course agenda – 2 day format :

- Overview of ITQI framework – key parts
- Designing visual IT QMS system
- Key components of IT QMS
- Establishing IT QMS – roles, activities
- Improvements initiations, recording, processing, unexpected situations
- Measuring value of improvements, reporting and KPIs of IT QMS
- Exercises about 50% of course time to learn how to use theory :
 - Finding ideas for improvement
 - Visual management of improvements
 - Valuation of improvements
 - Designing your IT QMS
- Test – 60 minutes



Additional information:

- Course is led by experienced Accredited IT Quality Expert
- Course is including practical assignments to provide platform for learning by doing and get inspirations for real world IT Quality Management System



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 management 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 visual tool support. We aim to report benefits realized from different perspectives and transparent reporting regarding overall IT quality improvements.

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