

# IT QUALITY INDEX® Foundation

## Certified IT Quality Professional - CITQP

### IT quality assessment framework overview



**Course length:** 1 day including 60 minutes test

**Price:** 665 € + VAT including test

**Registration:** [registration form\\*](#)

**Dates and places:** see courses [calendar](#)

**Prerequisites:** No prerequisites - ITIL® Foundation certificate recommended.

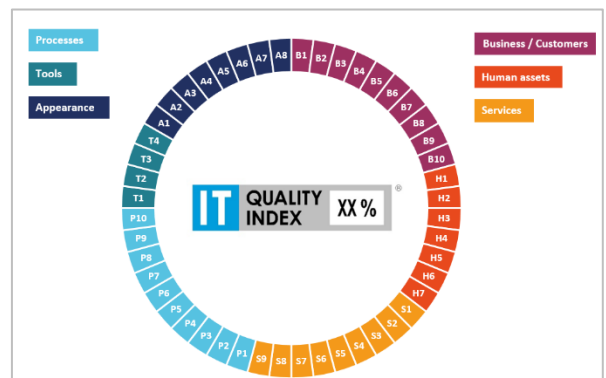
**Target group:** All IT professionals including team leaders, CIO, Senior IT managers, IT managers, Quality Assurance managers, Compliance leads, Supervisors, IT professionals. Individuals aiming to become Certified IT Quality Professional – CITQP, Individuals aiming to become Accredited IT Quality Expert – AITQE or Accredited IT Quality Trainer where IT Quality Index Foundation certificate is required.

**Course learning objectives:** This qualification presents an overview of IT Quality Index framework – concept of quantification quality of IT into management comprehensive form. Course participants will gain knowledge how assessment of actual IT quality levels are performed and provide them increased value when actively participate on quality assessment in their areas of responsibility. Successful candidates will be awarded with Certified IT Quality certificate – CITQP. SFIA skills: Quality management QUMG 4, Quality assurance QUAS 3-4, Quality standards QUST 2-4, Conformance review CORE 3-4.

**Course outcome:** Successful candidates will gain Certified IT Quality Professional – CITQP. Certification means confirmation of understanding fundamentals of holistic approach to IT quality. They will learn how to answer “How Good Is Your IT?”

#### Course agenda:

- IT Quality measurement - motivations
- Overview about traditional quality approaches
- 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
- Test – 60 minutes, writing answers to scenario and scenario related questions



#### Additional information:

- Course is led by experienced Accredited IT Quality Expert and Trainer – AITQE / AITQT
- Course participants may become members of LinkedIn group IT Quality Index.



Q4IT is accredited training organization for IT QUALITY INDEX framework and holds certificate Accredited IT Quality Expert – AITQE  
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