


Trainings Catalogue

Q4IT accredited training organization delivering IT Quality Index courses including train the trainer and accreditation services. An important part of our consulting services is quality assessment and benchmarking of IT by using IT QUALITY INDEX framework - www.itqualityindex.com. In 2019 we introduced completely new collaboration management model DCMM: Digital Capabilities Management Model, supporting organisations in digital transformation, innovation and upgrading IT role to a digital capability function of their organisations.








Course	Days	Description and link to dates and registration
DCMM®: Digital Capabilities Management Model		
DCMM Masterclass	1	Modern IT management model supporting Digital transformation and artificial intelligence, driven by collaboration and IT enabling better digital capabilities. Detail and registration.
DCMM Professional	2	Theory and practical steps how to transform IT to innovations department collaborating with colleagues and partners. Detail and registration.
DCMM Manager	2	Managing IT using DCMM model logic. Detail and registration.
DCMM Expert	5	Combined course covering Masterclass, Professional and Manager. Detail and registration.
Innovation Management in IT	1	Course is redefining IT role in innovation, providing practical guidance how to design and operate innovation system. Details and registration
Digital Transformation for CIO	1	What Digital transformation is and what it is not, role of IT and role of executives clearly defined, new thinking streams, complex digital ecosystems. Details and registration
Digital IT Strategy	1	Traditional guidance to developing IT strategy does not work, as nobody can predict the future. Digital IT Strategy requires new logic. Details and registration
Information theory for IT practitioners	1	Selection of key concept of Information theory and its implications to IT management discipline. Details and registration
IT Quality Index®		
IT QUALITY Foundation	1	A holistic approach to IT quality management and measurement. You will learn what IT quality is and to measure it. Details and registration
IT QUALITY Expert	2	Accreditation course for candidates aiming to become Accredited IT QUALITY Experts or Certified IT Quality Experts. Details and registration
IT QUALITY Manager	2	2 day accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Details and registration
Certification in IT Quality	4	4 day combined course covering Foundation, Expert and Manager level, leading to the Certification in IT Quality. Details and registration
Managing Knowledge Worker Quality	2	2 day course explaining fundamentals of managing knowledge workers in contrast to managing manual workers, differences between qualitative and quantitative management. Details and registration
Managing Supplier Quality	2	From focus on costs to balanced Quality/Costs categorization and supplier management. Details
IT Performance Reporting	1	A new workshop and course on measuring and reporting IT work with an emphasis on qualitative metrics. Details and registration
Strategic CIO certification	10	Selection on eight trainings meeting the needs of knowledge era. Details and registration
Meetup CIO 24		
CIO 24		1 CZE/Brno, 22 May 2024, Meetup "CIO 24" – the latest trends in modern IT management, methods, technologies. Details https://www.q4it.eu/en/conference/

* we organize also courses on demand – if you need a course in a specific period or an on-site training, please contact us for an individual offer.

Training Locations:

Online MS Teams, classroom trainings: Prague, London, Edinburgh, Vancouver and other places per request.

Course	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8
DCMM Masterclass	1 day course							
DCMM Professional		2 day course						
DCMM Manager			2 day course					
DCMM Expert			5 day course					
Digital Transformation for CIO						1 day course		
Digital IT Strategy							1 day course	
Innovation in IT								1 day course
Theme:	Why DCMM and key components	DCMM role and project phases	Transforming IT management to DCMM	Managing IT using DCMM pattern	Driving IT innovation	Digital transformation of IT management	IT strategy for digital era organizations	Innovation systems

Course name	Day 1	Day 2	Day 3 - 4	Day 5 - 6	Day 7 - 8	Day 9	Title	Badge
IT Quality Foundation	1 day course						CITQP	
IT Quality Expert		2 day course					CITQE	
IT Quality Manager			2 day course				CITQM	
Knowledge Worker Quality				2 day course			CKWQ	
Certification in IT Quality			6 day course				CITQ	
Managing Supplier Quality					2 day course		CSQM	
IT Performance Reporting						1 day course	CITPR	
Focus:	Definition of IT quality, quality model	IT Quality assessment	IT CMM design and management, metrics	Management of non routine work, metrics for knowledge workers	Innovation and collaboration with suppliers	Noise metrics, KPI metrics and metrics networks		



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Prices : online IT Quality Index courses VAT excl.	EUR	GBP	USD	CAD
IT Quality Foundation - CITQP	596	388	544	704
IT Quality Expert - CITQE	912	768	784	836
IT Quality Manager - CITQM	912	768	784	836
Knowledge Worker Quality - CKWQ	596	388	544	704
IT Performance Reporting - ITPR	596	388	544	704

Discount: 2 persons -10%, more than 2 persons individual offer

Onsite training: + trainer's travel and hotel expenses

Prices: online DCMM courses VAT excl.	EUR	GBP	USD	CAD
DCMM Masterclass - DCMM_MC	596	388	544	704
DCMM Professional - DCMM_PR	912	768	784	836
DCMM Manager - DCMM_MG	912	768	784	836
DCMM Expert - DCMM_EX	2420	1924	2112	2376
Innovation Management in IT – INN4CIO	596	388	544	704
Digital Transformation for CIO – DX4CIO	596	388	544	704
Information theory for IT practitioners – CITIP	596	388	544	704

Classroom +20%

<p>TRAINING DCMM Masterclass</p> <p>www.Q4IT.eu</p> <p>Next generation IT management model</p> <ul style="list-style-type: none"> - For digital era CIO - Complex systems thinking - Digital transformation and AI 	<p>TRAINING DCMM Professional</p> <p>www.Q4IT.eu</p> <p>From acting as a service provider to digital capabilities management</p> <ul style="list-style-type: none"> - Digital transformation from within IT - Transformation steps - Elimination of an administrative overhead 	<p>TRAINING DCMM Manager</p> <p>www.Q4IT.eu</p> <p>Managing organisation's digital capabilities</p> <ul style="list-style-type: none"> - Maximising benefits/resources ratio - Complex systems and uncertainty - Digital agents and collaboration - Innovations ecosystems 	<p>TRAINING DCMM Expert</p> <p>www.Q4IT.eu</p> <p>Digital transformation of IT management</p> <ul style="list-style-type: none"> - DCMM collaboration model explained - Digital transformation of IT and business - Innovations, adaptation and digital intelligent agents 
<p>TRAINING INNOVATION MANAGEMENT IN IT</p> <p>www.Q4IT.eu</p> <ul style="list-style-type: none"> - Management patterns supporting innovation - Innovation and collaboration networks - Innovation ecosystems - Handling uncertainty of outcomes - Skills and knowledge work attributes 	<p>TRAINING DIGITAL TRANSFORMATION FOR CIO</p> <p>www.Q4IT.eu</p> <p>Digital transformation IT leaders</p> <ul style="list-style-type: none"> - What is Digital Transformation - Business and IT roles - Innovation and collaboration networks - Management patterns supporting DX 	<p>TRAINING DIGITAL IT STRATEGY</p> <p>www.Q4IT.eu</p> <p>IT Strategy for digital era CIO</p> <ul style="list-style-type: none"> - Dynamic strategy - Alignment with digital transformation - New trends from complex systems theories 	<p>TRAINING INFORMATION THEORY FOR IT PRACTITIONERS</p> <p>www.Q4IT.eu</p> <ul style="list-style-type: none"> - Cost of information - Decision making, autonomy, complexity - Knowledge workers - Collaboration networks - Practical implications to IT management 
<p>TRAINING IT QUALITY Foundation</p> <p>www.itqualityindex.com</p> <p>Certified IT Quality Professional – CITQP</p> <p>IT quality management framework overview</p> 	<p>TRAINING IT QUALITY Expert</p> <p>www.itqualityindex.com</p> <p>Certified IT Quality Expert – CITQE</p> <p>Accredited IT Quality Expert – AITQE</p> <p>IT QUALITY INDEX framework expert level training</p>  	<p>TRAINING IT QUALITY Manager</p> <p>www.itqualityindex.com</p> <p>Certified IT Quality Manager – CITQM</p> <p>IT QUALITY INDEX framework manager level training</p> 	<p>TRAINING Certification in IT Quality</p> <p>www.itqualityindex.com</p> <p>Combined 4 day course</p> <ul style="list-style-type: none"> - Professional - Expert - Manager <p>Leading to Certification in IT Quality</p> 
<p>TRAINING Managing Knowledge Worker Quality</p> <p>www.Q4IT.eu</p> <p>Managing knowledge workers from qualitative perspective, collaboration quality and knowledge work characteristics.</p> 	<p>TRAINING Managing Supplier Quality</p> <p>www.Q4IT.eu</p> <p>From management of costs and SLAs to focus on quality, innovativeness, adaptations and collaboration in digital ecosystems.</p> 	<p>TRAINING IT Performance reporting</p> <p>www.Q4IT.eu</p> <p>Qualitative reporting overriding reactive IT metrics</p> <p>Reporting knowledge workers performance</p> 	<p>TRAININGS Strategic CIO certification</p> <p>www.Q4IT.eu</p> <p>Selection of eight trainings transforming IT management to meet the demands of the knowledge era.</p> 

Recommended learning paths:

