

Q4IT accredited training organization delivering ITIL® courses – public / on premise including PEOPLECERT certifications. In 2012 we established tradition of respected international conference IT Service Delivery Forum International – www.itsdfi.com – which creates unique platform for experience sharing of best practices usage in real world across different segments. As a first company in Czech republic we deliver consultancy related to *Skills Framework for Information age* – SFIA. Important part of our consulting services is quality assessment and benchmarking of IT by using IT QUALITY INDEX framework - www.itqualityindex.com.

For courses delivered in Czech language please look at [Katalog](#)

Course	Days	Description
ITIL® Foundation CZE	3 days 4.12. Brno 13.11. Ostrava 20.11. Praha 18.12. Praha	Accredited ITIL Foundation training – “must have” for all IT professionals, certification exam included in course. Course led in Czech language, course materials and exam in English. Price 19.860 CZK including exam. Detail Registration
ITIL® Foundation ENG <i>training in English</i>	3 days 20.11. Prague 18.12. Brno	English speaking trainer - Accredited ITIL Foundation training – “must have” for all IT professionals. Certification exam included in course and price. Price 33.860 CZK including exam. Detail Registration
ITIL® Service Strategy <i>training in English</i>	3,25 days 30.1. Prague	Accredited ITIL Intermediate – ITIL Service Strategy course, including certification exam. Price 33.860 CZK including exam. Detail Registration
ITIL® Service Design <i>training in English</i>	3,25 days 19.2. Prague	Accredited ITIL Service Design course, including certificate exam. ITIL SD. Price 33.860 CZK including exam. Detail Registration
ITIL® Service Transition <i>in English</i>	3,25 days 13.11. Prague 5.3. Prague	Accredited ITIL Service Transition course, including certificate exam. ITIL ST. Price 33.860 CZK including exam. Detail Registration
ITIL® Service Operation <i>training in English</i>	3,25 days 27.11. Prague 6.11. Brno	Accredited ITIL Service Operation course, including certificate exam. ITIL SO. Price 33.860 CZK including exam. Detail Registration
ITIL® Continual Service Improvement <i>training in English</i>	3,25 days 4.12. Prague	Accredited ITIL Continual Service Improvement course, including certificate exam. ITIL CSI. Price 33.860 CZK including exam. Detail Registration
ITIL® Managing Across The Lifecycle <i>training in English</i>	4,5 days 11.12. Prague	Accredited ITIL Managing Across The Lifecycle professional – ITIL Expert course, including certificate exam. ITIL MALC, successful candidates gain ITIL Expert certification. Price 45.860 CZK. Detail Registration
ITIL Practitioner	3 days 13.11. Prague 29.11. Brno	New course – learning knowledge and skills how to implement and improve IT service management practices in real world context. Price 25.860 CZK including exam. Details , Registration
IT QUALITY INDEX Foundation	1 day 22.11. London 30.11. Prague 5.2. Dallas Irving 28.2. Sydney	Holistic approach to IT quality management and measurement. You will learn, how to quantify quality levels and learn 48 quality dimension. Course leading to Certified IT Quality Professional – CITQP. Detail Registration
IT QUALITY INDEX Expert	2 days 22.11. London 13.12. London 5 th Feb Dallas Irving 28 th Feb Sydney	Accreditation course for candidates aiming to become Accredited IT QUALITY Experts - AITQE or Certified IT Quality Experts - CITQE. Candidates must hold one or more ITIL Intermediate certificate and have proven IT management skills. Detail Registration
IT QUALITY INDEX Manager	23.1. London 7 th Feb Dallas Irving 13.12 Prague 5 th March Sydney	2 days accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Candidates must hold CITQP certificate. Detail Registration
IT Strategy generation workshop	1 day - ☎	Workshop summarizing hints for successful IT strategy creation. Organized on demand.
Service Catalogue & Finance management	1 day - ☎	Workshop focused on financial management in reference with IT service catalogue, identification of IT services, their structuring and documentation. Key component of any ITSM activity. Detail
IT reporting	1 day - ☎	What, how, to whom should be reported by IT departments. “You can’t manage what you don’t measure”. Detail
IT Business Case	1 day - ☎	Workshop focused on strategies and different approaches how to explain business IT investments, how to identify benefits and value generated by IT. Detail
itsDFI 2018	16-17.5.2018 Brno	IT Service Delivery Forum International 2018, Holiday Inn Brno – international IT conference ‘IT governance and complexity: www.itsdfi.com

* we organize also courses on demand – if you need course in specific period and place, please contact us for individual offer.

Training Locations:

Prague: Budějovická 778/3a, 140 00 Praha 4
Brno: Výstaviště 405/1, 603 00 Brno
Ostrava: Dolní Vítkovice



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