

# Courses catalogue 2018



Q4IT accredited training organization delivering ITIL® courses – public / on-premise including PeopleCert certifications. We are accredited to deliver IT Quality Index courses including train the trainer and accreditation services. In 2012 we established a tradition of respected international conference IT Service Delivery Forum International – [www.itsdfi.com](http://www.itsdfi.com) – which creates a unique platform for experience sharing of the best practices usage in real world across different segments. As the first company in the Czech Republic, we deliver consultancy related to *Skills Framework for Information age* – SFIA. An important part of our consulting services is quality assessment and benchmarking of IT by using IT QUALITY INDEX framework - [www.itqualityindex.com](http://www.itqualityindex.com).

Course	Days	Date and place	Description
<b>IT Quality Index courses</b>			
IT QUALITY Foundation	1	London 21.8. 8.10. 6.11. Mexico City 23.7. Canberra 3.9. Dallas 23 <sup>rd</sup> September	A holistic approach to IT quality management and measurement. You will learn what IT quality is and to measure it. The course leading to Certified IT Quality Professional – CITQP. <a href="#">Detail</a> <a href="#">Registration</a>
IT QUALITY Expert	2	London 21.8. 8.10. 6.11. Mexico City 23.7. Canberra 3.9. Dallas 23 <sup>rd</sup> September	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. <a href="#">Detail</a> <a href="#">Registration</a>
IT QUALITY Manager	2	Mexico City 25.7. London 23.8. Dallas 25 <sup>th</sup> September	2 days accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. <a href="#">Detail</a> <a href="#">Registration</a>
<b>ITIL® courses</b>			
ITIL Foundation ENG <i>training in English</i>	3	10.9. Prague 19.11. Prague	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 the exam. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL Service Strategy <i>training in English</i>	3		Accredited ITIL Intermediate – ITIL Service Strategy course, including certification exam. Price 33.860 CZK including the exam. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL Service Design <i>training in English</i>	3		Accredited ITIL Service Design course, including certificate exam. ITIL SD. Price 33.860 CZK including the exam. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL Service Transition <i>training in English</i>	3		Accredited ITIL Service Transition course, including certificate exam. ITIL ST. Price 33.860 CZK including the exam. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL Service Operation <i>training in English</i>	3		Accredited ITIL Service Operation course, including certificate exam. ITIL SO. Price 33.860 CZK including the exam. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL CSI <i>training in English</i>	3		Accredited ITIL Continual Service Improvement course, including certificate exam. ITIL CSI. Price 33.860 CZK including exam. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL Managing Across The Lifecycle <i>training in English</i>	4		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. <a href="#">Detail</a> <a href="#">Registration</a>
ITIL Practitioner in English	2		New course – learning knowledge and skills how to implement and improve IT service management practices in real-world context. Price 25.860 CZK including the exam. <a href="#">Details</a> . <a href="#">Registration</a>
<b>International IT conference</b>			
itsDFI 2019 conference	2	22-23.5.2019 Prague, CZE	IT Strategy & Digital Forum International 2019, Prague – conference “Digital Governance”: <a href="http://www.itsdfi.com">www.itsdfi.com</a>
<b>IT management courses</b>			
Service Catalogue & Finance management	1		The workshop focused on financial management in reference to IT service catalogue, identification of IT services, their structuring and documentation. A key component of any ITSM activity. <a href="#">Detail</a>
IT reporting	1		What, how, to whom should be reported by IT departments. “You can’t manage what you don’t measure”. <a href="#">Detail</a>
IT Business Case	1		The workshop focused on strategies and different approaches how to explain business IT investments, how to identify benefits and value generated by IT. <a href="#">Detail</a>

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

## Training Locations:

London: Liverpool street  
 Dallas: Addison  
 Prague: Budějovická 778/3a, 140 00 Praha 4  
 Brno: Výstaviště 405/1, 603 00 Brno



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