

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 – 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.

Course	Days	Date and place	Description
IT Quality Index courses			
IT QUALITY Foundation	1	London 17.4. 18.6. Sydney 5.3. Dallas Irving 19.3.	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. Detail Registration
IT QUALITY Expert	2	London 17.4. 18.6 Sydney 5.3. Dallas Irving 19.3. Prague 12.4. Brno 14.5. May (pre itsDFI conf)	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 Manager	2	London 19.4. 20.6. Sydney 7.3. Dallas Irving 21.3.	2 days accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Detail Registration
ITIL® courses			
ITIL Foundation ENG <i>training in English</i>	3	12.2. Prague 23.4. Prague 2.7. Prague 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. Detail Registration
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. Detail Registration
ITIL Service Design <i>training in English</i>	3	26.2. Prague	Accredited ITIL Service Design course, including certificate exam. ITIL SD. Price 33.860 CZK including the exam. Detail Registration
ITIL Service Transition <i>in English</i>	3	5.3. Prague	Accredited ITIL Service Transition course, including certificate exam. ITIL ST. Price 33.860 CZK including the exam. Detail Registration
ITIL Service Operation <i>training in English</i>	3	26.3. Prague 18.6. Brno	Accredited ITIL Service Operation course, including certificate exam. ITIL SO. Price 33.860 CZK including the exam. Detail Registration
ITIL Continual Service Improvement <i>training in English</i>	3	16.4. 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	28.5. 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 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. Details . Registration
International IT conference			
itsDFI 2018 conference	2	16-17.5.2018 Brno, Czech rep.	IT Service Delivery Forum International 2018, Holiday Inn Brno – conference “IT governance and complexity”: www.itsdfi.com
IT management courses			
IT Strategy generation workshop	1		Workshop summarizing hints for successful IT strategy creation. Organized on demand.
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. Detail
IT reporting	1		What, how, to whom should be reported by IT departments. “You can’t manage what you don’t measure”. Detail
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. Detail

* 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: near to DFW international airport
 Prague: Budějovická 778/3a, 140 00 Praha 4
 Brno: Výstaviště 405/1, 603 00 Brno



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