IT QUALITY INDEX Accredited Partner

Accreditation Process and Criteria

Target partners are consultancy firms specializing in IT governance, IT maturity assessment, benchmarking, and strategic evaluations. Becoming an IQTI partner provides promotional opportunities through ITQI's online presence and social media channels managed by the ITQI license holder.

Prerequisites: Consultancy firms must employ experienced consultants with deep expertise in the ITSM domain, typically demonstrated by holding ITIL Expert, ITIL Intermediate, or ITIL4 certifications. These consultants should also possess the management skills necessary to engage with CXO-level executives.

Consultants are required to complete the IT Quality Index Expert training (a two-day program) and familiarize themselves with the complete ITQI assessment and processing methodology. For experienced auditors and senior consultants, a combination of self-study, individual consultation, and online examination is an alternative pathway.

The recommended process for transferring expertise to new ITQI Experts is by shadowing an experienced ITQI Expert during an assessment, where logistics allow.

Accreditation process consists of completing steps:

1. The organization meets the general criteria
   The organization is active and possess sufficient experience in the area of IT governance. Has good reputation through employing seasoned consultants.

2. Consultants
   The organization is having consultants who passed IT Quality Index Expert training and reached Certified and Accredited IT Quality Expert level.

3. Accreditation and license agreement is signed
   Accredited partner signs agreement authorizing usage of ITQI method. AP receives a package of documents including promotional material and document templates for ITQI assessments.

4. The logo is provided to AP and information about accreditation is published
   Accredited partner starts to promote itself and offer assessment projects to own clients.

5. ITQI materials are provided to partner – assessment form, presentation, templates
   Accredited partner starts to promote itself and offer assessment projects to own clients.

Pricing information is updated annually in PDF price list provided within accreditation process.

IT Quality Index Partner - Accreditation process checklist

Accredited Partner – accreditation checklist	Checked when/by
1. Partner meets general criteria for quality criteria, well positioned on the market, reputation, personal knowledge of the key staff.	
2. Organization have certified IT Quality Experts, one or more – who passed IT Quality Index Expert training and passed CITQE certification exam.	
2.1 Certified IT Quality Expert signed licence agreement to deliver It Quality Index assessment per documented process. Accreditation AITQE was awarded to at least one person - Accredited IT Quality Expert certificate in PDF obtained	
3. License agreement plus Appendix B was signed by both parties	
3.1 ITQI Accredited Partner certificate was generated in PDF	
4. ITQI Logo and AITQE logo was provided to partner when signed document was sent back	
5. ITQI partner package was sent to partner	

Additional information:

IT Quality Index is building on central data processing and statistical evaluation of multiple assessments captured through different partners. This gives a major advantage in comparison with individually developed data processing and database – aggregated data are beneficial to all ITQI accredited partners as they get access to bigger data collection. Central data are anonymised so the identity of assessed IT organization is held only by the accredited partner, not shared with the central processing authority.