

Course IT QUALITY Foundation

Certified IT Quality Professional - CITQP

IT quality management framework overview



Course length: 1 day including certification exam

Overview: This course provides an introductory overview to the IT Quality Index framework. It details the need of a holistic approach to IT quality and compares the new IT quality assessment with the operational ways of assessment with focus on specific areas. Course participants will gain knowledge of IT quality terms and how quality can be measured and traced over time in an unbiased, objective way.

Prerequisites: No prerequisites - ITIL® Foundation or ITIL® 4 Foundation certificate are highly recommended.

Target group: All IT professionals including team leaders, CIOs, Senior IT managers, IT managers, Quality Assurance managers, Compliance leads and Supervisors. This course is targeted to candidates aiming to become Certified IT Quality Professionals – CITQP, Accredited IT Quality Experts – AITQE or Accredited IT Quality Trainers where the IT Quality Index Foundation certificate is a pre-requisite.

Course learning objectives: This qualification represents an overview of the IT Quality Index framework and the concept of quantifying the quality of IT into a management focused form. Course participants will gain knowledge of IT quality terms, how a new approach to strategic level quality assessments can improve the relationship between IT and the business through the alignment of differing perspectives into a single, objective view on the overall level of IT quality. Participants will learn the value of knowing the IT quality level, how the measurement of IT quality is organised, how outputs are processed and how the benchmarking of quality can be done.

[SFA](#) skills: Quality management QUMG, Quality assurance QUAS

Course outcome: Successful candidates will gain Certified IT Quality Professional – CITQP certification. Certification means confirmation of the understanding of the fundamentals of a holistic approach to IT quality has been reached. A certification that proves the knowledge of how to answer “How Good Is Your IT?”

Course agenda:

- IT Quality measurement – Motivations and why qualitative focus is demanded.
- Overview of traditional quality approaches
- Architectural design of a holistic IT quality assessment, complex knowledge work
- IT Quality Index – The model, principles & the IT quality definition, IT Quality Index as a composite quality indicator
- 6 quality domains, 48 dimensions:
 - Business/Customers
 - Human capital
 - Services
 - Processes
 - Tools
 - Appearance
- IT Quality Index assessment – Planning, organisation & assessment method.
- Analysis, processing and outputs
- Interpreting results, creating a management summary & results presentations.
- Value to the business, complementing qualitative metrics KWQI, CLX, CLQ
- Online certification exam – *Certified IT Quality Professional CITQP*



Additional information:

- The course is led by experienced Accredited IT Quality Expert & Trainers – AITQE / AITQT
- Course participants may become members of the LinkedIn group IT Quality Index.
- Recommended follow-up courses IT Quality Expert, IT Quality Manager, Knowledge Worker Quality

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IT Quality Index certification schema

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 QMS design and management, metrics	Management of non-routine work, metrics for knowledge workers	innovation and collaboration with suppliers	Noise metrics, ABI metrics and metrics networks		

Mapping to SFIA skills

		IT Quality Index trainings mapping to SFIA skills						
		Training →	IT Quality Foundation	IT Quality Expert	IT Quality Manager	Certification in IT Quality	Knowledge Worker Quality	Managing Supplier Quality
#	SFIA V8 Skill name	Skill code ↓	CITQP	CITQE	CITQM	CITQ	KWQ	MSQ
6	Innovation	INOV					■	■
12	Measurement	MEAS		■		■		
20	Governance	GOVN					■	
23	Quality management	QUMG	■	■	■	■	■	■
24	Quality assurance	QUAS	■			■		
38	Organisational capability development	OCDV					■	
99	Performance management	PEMT					■	
100	Employee experience	EXEP					■	
103	Workforce planning	WFPL					■	
104	Resourcing	RESC						■
108	Competency assessment	LEDA	■	■		■	■	
112	Sourcing	SORC						■
113	Supplier management	SUPP						■

COBIT 2019 to SFIA and IT Quality Index courses

COBIT 2019 Core Model	SFIA skill name	SFIA skill code	IT Quality Index course
APO11 Managed Quality Description: Define and communicate quality requirements in all processes, procedures and related enterprise outcomes. Enable controls, ongoing monitoring, and the use of proven practices and standards in continuous improvement and efficiency efforts. Purpose: Ensure consistent delivery of technology solutions and services to meet the quality requirements of the enterprise and satisfy stakeholder needs.	Quality Management Quality Assurance Measurement	QUMG QUAS MEAS	IT Quality Foundation IT Quality Manager IT Quality Expert Certification in IT Quality
Practices			
APO11.01 Establish a quality management system (QMS).	Quality Management	QUMG	IT Quality Foundation IT Quality Manager
APO11.02 Focus quality management on customers.	Quality Management	QUMG	IT Quality Manager
APO11.03 Manage quality standards, practices and procedures and integrate quality management into key processes and solutions.	Quality Management Quality Assurance	QUMG QUAS	IT Quality Manager IT Quality Expert
APO11.04 Perform quality monitoring, control and reviews.	Quality Assurance Measurement	QUAS MEAS	IT Quality Expert IT Quality Manager
APO11.05 Maintain continuous improvement.	Quality Management Quality Assurance Measurement	QUMG QUAS MEAS	IT Quality Manager IT Quality Expert