IT Quality Metrics Family

IT QUALITY INDEX®

A coherent set of IT quality metrics and indicators based on a common assessment framework, consistent measurement principles, and independent evaluation.

Abbr.	Metric	Description	Reference
		Strategy and architecture	
ITQI	**IT Quality Index**	Assesses the overall quality of IT management across 48 quality dimensions.	[1,2]
INQI	**Innovation Quality Index**	Assesses the innovation management quality of the IT department across 36 quality dimensions.	[3]
DQI	**Data Quality Index**	Assesses data governance and management quality, including data lifecycle management and readiness for AI adoption.	[4]
QQI	**Quantum Quality Index**	Assesses organizational readiness and governance capabilities for adopting and managing quantum computing.	[5]
OQI*	**Organisational Quality Index**	Proposed family name for the evidence-based organisational health assessment in Beyond the Framework, spanning 12 domains and 112 measures across leadership, decisions, customers, delivery, finance and culture.	[11]
		Development and implementation	
SDQI	**SW Development Quality Index**	Assesses the quality and effectiveness of software development practices in a specific organizational context.	[6]
SDX	**Software and Product Delivery Extension**	Adds 33 specialist measures for software and product quality across discovery, design, implementation, testing, release, operation and lifecycle management.	[10]
ASX	**AI Development Assurance Extension**	Adds 16 specialist assurance measures for AI-assisted & agentic development, applied through the relevant conventional, AI-assisted or agentic assessment profile.	[10]
		Delivery and operation	
SQCI	**Support Quality Composite Indicator**	Combines complementary perspectives on support quality, covering prevention, support responsiveness and user satisfaction.	[7]
ALQI	**Application Landscape Quality Index**	Assesses the overall quality of the application portfolio, including architectural consistency, modernity and supportability.	[7]
TDQI	**Technical Debt Quality Index**	Measures infrastructure obsolescence and exposure to technical debt, particularly unsupported or outdated components.	[7]
CatQI	**Catalogue Quality Index**	Assesses the completeness, consistency and management quality of the IT service catalogue.	[7]
VI	**Vulnerability Indicator**	Indicates security exposure resulting from missing security updates and patches	[7]
		People and skills	
CLX	**Collaboration Experience**	Reflects how colleagues perceive their collaboration experience with an individual.	[8]
CLQ	**Collaboration Quality**	Assesses the quality and effectiveness of collaboration at the team level.	[8]
KWQI	**Knowledge Worker Quality Index**	Provides a structured, multidimensional assessment of an individual knowledge worker's professional capabilities.	[8]
DCI*	**Decision Confidence Indicator**	Proposed indicator based on ten Decision Quality measures in Beyond the Framework, covering ownership, evidence, alternatives, uncertainty, reasoning, review points and learning from outcomes.	[11]
TQI	**Team Quality Index**	Synthesizes individual KWQI assessments into an overall assessment of team quality.	[8]
PRI	**Proactivity Index**	Indicates the proportion of work performed proactively, measured at individual or IT department level.	[8]
		Relationships and engagement	
SQI	**Supplier Quality Index**	Assesses supplier quality and performance from the customer's perspective.	[9]

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Training sessions or guidance covering the methodology and assessment criteria.

[1] IT Quality Foundation
[2] IT Quality Expert
[3] Innovation management in IT
[4] DQIA Foundation
[5] getdqi.com – individual inquiry
[6] getdqi.com – individual inquiry
[7] IT Performance Reporting
[8] Managing Knowledge Worker Quality
[9] Managing Supplier Quality
[10] DQI Software and Product Operational Trust Extension v1.0; SDX and ASX measures (proposed specialist extension).

[11] Beyond the Framework, Practitioner Field Guide; organisational health and Decision Quality measures. OQI and DCI are proposed family labels (*).

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