




Courses calendar 2019



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. Since 2012 we organize respected international conference IT Strategy and Digital Forum International – www.itsdfi.com An important part of our consulting services is quality assessment and benchmarking of IT by using IT QUALITY INDEX framework - www.itqualityindex.com.

[Course dates led by Czech speaking trainer are here \(training materials and tests are in English\)](#)

Course	Days	Date and place	Description
IT Quality Index® courses			
IT QUALITY Foundation	1	21.3. Budapest 21.3. Edinburgh 2.5. London 9.5. Budapest	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	21.3. Budapest 21.3. Edinburgh 2.5. London 9.5. Budapest	Accreditation course for candidates aiming to become Accredited IT QUALITY Experts or Certified IT Quality Experts. Detail Registration
IT QUALITY Manager	2	9.5. Edinburgh 16.5. London	2 days accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Detail Registration
Managing Suppliers Quality	1	☞ Available in Czech	From focus on costs to balanced Quality/Costs categorization and supplier management. Registration Detail
ITIL® courses			
ITIL Foundation ENG <i>training in English</i>	3	On demand ☞	English speaking trainer - Accredited ITIL Foundation training – “must have” for all IT professionals. Certification exam included in course and price. Price 14.660 CZK including the exam. Detail Registration
ITIL 4 Foundation	2	On demand ☞	English speaking trainer - Accredited ITIL Foundation training – “must have” for all IT professionals. Certification exam included in course and price. Price 14.660 CZK including the exam. Detail Registration
ITIL 4 + IT Quality Foundation		On demand ☞	Combine ITIL 4 and IT Quality Foundation courses. The price is 26.720,- CZK including two certification tests, so you save 6.000,- CZK .
ITIL Service Strategy <i>training in English</i>	3	On demand ☞	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	☞ Available in Czech	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	Prague on demand ☞	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	Prague on demand ☞	Accredited ITIL Service Operation course, including certificate exam. ITIL SO. Price 33.860 CZK including the exam. Detail Registration
ITIL CSI <i>training in English</i>	3	☞ Available in Czech	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	☞ Available in Czech	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	☞ Available in Czech	Learn 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 2019			
itSDFI 2019 conference	1.5	22 and 23 May 2019 Prague, CZE	IT Strategy & Digital Transformation International Conference 2019, “Digital Governance – management models for digital transformation”: www.itsdfi.com
IT management courses			
CIO of the digital era	1	23.5. Prague	CIO’s need to stand out from the crowd and fight irrelevance in the modern world. This workshop is designed to help you make better use of social media to build a profile that not only increases your personal brand but also the brand of your company. Detail Registrate
DCMM Masterclass New in 2019	1	☞	Digital Capabilities Management Model – completely new model for digital era and supporting digital transformation. Course description . Hosted by itSMF UK. Registration
Mastering IT Support Delivery – Operational Manager Certificate	3	25.3. Prague English speaking trainer	MISD-OMC provides skills and practices in the operational management of an IT support workgroup; thus is for any manager in charge of a group involved in the chain of receipt and resolution of user or systems support enquiries. Price 33.860 CZK. Detail
Mastering IT Support Delivery – Aspiring Manager Certificate	2	☞	This qualification is designed for the IT Support operative aspiring to or being readied for a supervisory, or ultimately a management position. Detail

Service Catalogue & Finance man.	1		The workshop focused on financial management in reference to IT service catalogue, identification of IT services, their structuring and description. 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 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:

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



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