


# Courses calendar



Q4IT accredited training organization delivering ITIL® 4 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](http://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](http://www.itqualityindex.com). In 2019 we introduced completely new collaboration management model DCMM, supporting organisations in digital transformation.

Course	Days	Online	Description
<b>IT Quality Index® classroom and online</b>			
IT QUALITY Foundation	1		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. <a href="#">Details and registration</a>
IT QUALITY Expert	2		Accreditation course for candidates aiming to become Accredited IT QUALITY Experts or Certified IT Quality Experts. <a href="#">Details and registration</a>
IT QUALITY Manager	2		2 day accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. <a href="#">Details and registration</a>
Certification in IT Quality	4		4 day combined course covering Foundation, Expert and Manager level, leading to the Certification in IT Quality <a href="#">Details and registration</a>
Managing Suppliers Quality	1		From focus on costs to balanced Quality/Costs categorization and supplier management. <a href="#">Detail</a>
<b>DCMM®: Digital Capabilities Management Model – classroom</b>			
DCMM Masterclass	1		Modern IT management model supporting Digital transformation and artificial intelligence, driven by collaboration and IT enabling better digital capabilities. <a href="#">Detail and registration.</a>
DCMM Professional	2		Theory and practical steps how to transform IT to innovations department collaborating with colleagues and partners. <a href="#">Detail and registration.</a>
DCMM Manager	2		Course targeted to IT managers explaining how to use DCMM for IT management and digital transformation. <a href="#">Detail and registration.</a>
<b>ITIL® 4 courses – classroom/online</b>			
ITIL® 4 Foundation ENG <i>training in English</i>	2	Per request	English speaking trainer - Accredited ITIL® 4 Foundation training – “must have” for all IT professionals. Certification exam included in course and price. <a href="#">Detail and registration</a>
ITIL® 4 CDS - Create, Deliver and Support	3	Per request	ITIL4 Specialist – Create, Deliver & Support. <a href="#">Details and registration</a>
ITIL® 4 DSV – Drive Stakeholder Value	3	Per Request	ITIL4 Specialist – High Velocity IT. <a href="#">Details and registration</a>
ITIL® 4 HVIT – High Velocity IT	3	Per request	ITIL4 Specialist – High Velocity IT. <a href="#">Details and registration</a>
ITIL® 4 DPI – Direct, Plan and Improve	3	Per request	ITIL4 Strategist – Direct, Plan and Improve <a href="#">Details and registration</a>
ITIL® 4 MPT - Managing Professional Transition	5	Per request	Transition course for ITIL Experts or holders of 17 points from ITIL V3 schema <a href="#">Detail and registration</a>
ITIL® 4 DIS – Digital and IT Strategy	3	Under preparation	ITIL4 Strategist – Direct, Plan and Improve <a href="#">Details and registration</a>
<b>International IT conference itSDFI 2021</b>			
itSDFI 2021	1	20 May 2021 Brno	IT Strategy & Digital Transformation International Conference 2021, “we learn from stories”: <a href="http://www.itsdfi.com">www.itsdfi.com</a>
<b>Digital Transformation</b>			
Digital Transformation and CIO role	1		What Digital transformation is and what it is not, role of IT and role of executives clearly defined, new thinking streams, complex digital ecosystems. <a href="#">Details and registration</a>
Digital IT Strategy and DCMM model	1		Traditional guidance to developing IT strategy does not work, as nobody can predict the future. Digital IT Strategy requires new logic. <a href="#">Details and registration</a>
CIO of the digital era	1		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. <a href="#">Detail Registration</a>
<b>Mastering IT support courses and other workshops</b>			
Mastering IT Support Delivery – Operational Manager Certificate	3		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. <a href="#">Detail</a>

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. <a href="#">Detail</a>
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\* 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, London, Edinburgh, Toronto, Vancouver and other



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