Trainings Catalogue

Q4IT is an accredited training organization specializing in **IT Quality Index** courses, including Train-the-Trainer programs and accreditation services. Our training and consulting services are rooted in quality assessment and benchmarking of IT quality through the IT Quality Index framework, which provides a structured and objective approach to evaluating overall IT quality. Learn more at www.itqualityindex.com.

Additionally, we offer the **Digital Capabilities Management Model (DCMM)**—a forward-thinking framework designed to support the rapid adoption of AI and digital intelligent agents. Tailored for the IT governance community, DCMM helps elevate IT from a support function to a strategic organizational capability. It empowers organizations to transform their IT management practices by embracing innovative principles such as enhanced collaboration, leveraging knowledge-based value, adopting AI, and positioning IT as a proactive, innovation-driven function.

Course	Days	Description and link to dates and registration
DCMM®: Digital Capabilities Management Model and AI agents		
AI in IT management	1	New training designed to modernize IT management practices and IT governance to support AI agents and complex collaborations. Detail and registration.
DCMM Masterclass	1	Modern IT management model supporting Digital transformation and artificial intelligence, driven by collaboration and IT enabling better digital capabilities. Detail and registration.
DCMM Professional	2	Theory and practical steps how to transform IT to innovations department collaborating with colleagues and partners. Detail and registration.
DCMM Manager	2	Managing IT using DCMM model logic. Detail and registration.
DCMM Expert	5	Combined course covering Masterclass, Professional and Manager. Detail and registration.
Innovation Management in IT	1	Course is redefining IT role in innovation, providing practical guidance how to design and operate innovation system. Details and registration
Digital Transformation for CIO	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. Details and registration
Digital IT Strategy	1	Traditional guidance to developing IT strategy does not work, as nobody can predict the future. Digital IT Strategy requires new logic. Details and registration
Information theory for IT practitioners	1	Selection of key concept of Information theory and its implications to IT management discipline. Details and registration
IT Quality Index®		
IT QUALITY Foundation	1	A holistic approach to IT quality management and measurement. You will learn what IT quality is and to measure it. Details and registration
IT QUALITY Expert	2	Accreditation course for candidates aiming to become Accredited IT QUALITY Experts or Certified IT Quality Experts. Details and registration
IT QUALITY Manager	2	2 day accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Details and registration
Certification in IT Quality	4	4 day combined course covering Foundation, Expert and Manager level, leading to the Certification in IT Quality. Details and registration
Managing Knowledge Worker Quality	2	2 day course explaining fundamentals of managing knowledge workers in contrast to managing manual workers, differences between qualitative and quantitative management. Details and registration
Managing Supplier Quality	2	From focus on costs to balanced Quality/Costs categorization and supplier management. Details
IT Performance Reporting	1	A new workshop and course on measuring and reporting IT work with an emphasis on qualitative metrics. Details and registration
Strategic CIO certification	12	A curated series of trainings designed to inspire fresh perspectives on IT management in the knowledge era.. Details and registration
Meetup CIO 25		
CIO 25	1	CZE/Brno, 21 May 2025, Meetup CIO 25 – the latest trends in modern IT management, methods, technologies. Details https://www.q4it.eu/en/conference/

* we organize also courses on demand – **if you need a course in a specific period or an on-site training, please contact us for an individual offer.**
Training Locations:

Online MS Teams, classroom trainings: Prague, London, Edinburgh, Vancouver and other places per request.
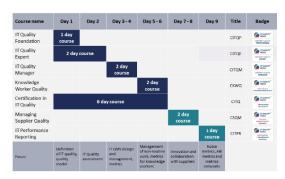
Accreditation scheme for IT Quality Index and DCMM model.

Course	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8
DCMM Masterclass	1 day course							
DCMM Professional		2 day course						
DCMM Manager				2 day course				
DCMM Expert			5 day course					
Digital Transformation for CIO						1 day course		
Digital IT Strategy							1 day course	
Innovation in IT								1 day course
Theme:	Why DCMM and key components	DCMM ROI and project phases	Transforming IT management to DCMM	Managing IT using DCMM pattern	Driving IT innovation	Digital transformation of IT management	IT strategy for digital era organizations	Innovation systems

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		

Prices : online IT Quality Index courses VAT excl.	EUR	GBP	USD	CAD
IT Quality Foundation - CITQP	596	388	715	854
IT Quality Expert - CITQE	912	768	1094	1276
IT Quality Manager - CITQM	912	768	1094	1276
Knowledge Worker Quality - CKWQ	596	388	715	854
IT Performance Reporting - ITPR	596	388	715	854

Discount: 2 persons -10%, more than 2 persons individual offer
Onsite training: + trainer's travel and hotel expenses

Prices: online DCMM courses VAT excl.	EUR	GBP	USD	CAD
AI in IT Management – AI_ITmng	596	388	715	854
DCMM Masterclass - DCMM_MC	596	388	715	854
DCMM Professional - DCMM_PR	912	768	1094	1276
DCMM Manager - DCMM_MG	912	768	1094	1276
DCMM Expert - DCMM_EX	2420	1936	2904	3388
Innovation Management in IT – INN4CIO	596	388	1094	854
Digital Transformation for CIO – DX4CIO	596	388	1094	854
Information theory for IT practitioners – CITIP	596	388	1094	854
Strategic CIO Certification – combined 12 days trainings	6312	5050	7574	8836

AI and Digital Capabilities Management Model trainings:

TRAINING — DCMM Masterclass — www.Q4IT.eu
Next generation IT management model
- For digital era CIO
- Complex systems thinking
- Digital transformation and AI
DCMM MASTERCLASS

TRAINING — DCMM Professional — www.Q4IT.eu
From acting as a service provider to digital capabilities management
- Digital transformation from within IT
- Transformation steps
- Elimination of an administrative overhead
DCMM CERTIFIED PROFESSIONAL

TRAINING — DCMM Manager — www.Q4IT.eu
Managing organisation's digital capabilities
- Maximising benefits/resources ratio
- Complex systems and uncertainty
- Digital agents and collaboration
- Innovations ecosystems
DCMM CERTIFIED MANAGER

TRAINING — DCMM Expert — www.Q4IT.eu
Digital transformation of IT management
- DCMM collaboration model explained
- Digital transformation of IT and business
- Innovations, adaptation and digital intelligent agents
DCMM CERTIFIED EXPERT

TRAINING — AI in IT Management — www.Q4IT.eu
AI's impact on IT Management and IT Governance: Adapting to the elevated role of IT departments in knowledge-driven organizations.
Q4IT

TRAINING — INNOVATION MANAGEMENT IN IT — www.Q4IT.eu
- Management patterns supporting innovation
- Innovation and collaboration networks
- Innovation ecosystems
- Handling uncertainty of outcomes
- Skills and knowledge work attributes
Q4IT

TRAINING — DIGITAL TRANSFORMATION FOR CIO — www.Q4IT.eu
Digital transformation IT leaders
- What is Digital Transformation
- Business and IT roles
- Innovation and collaboration networks
- Management patterns supporting DX
Q4IT CERTIFICATION IN DIGITAL TRANSFORMATION

TRAINING — DIGITAL IT STRATEGY — www.Q4IT.eu
IT Strategy for digital era CIO
- Dynamic strategy
- Alignment with digital transformation
- New trends from complex systems theories
Q4IT CERTIFICATION IN DIGITAL IT STRATEGY

TRAINING — INFORMATION THEORY FOR IT PRACTITIORES — www.Q4IT.eu
- Cost of information
- Decision making, autonomy, complexity
- Knowledge workers
- Collaboration networks
- Practical implications to IT management
Q4IT

Q4IT Great Britain
Q4IT Canada
Q4IT Czech republic

email: info@q4it.eu
@q4it_eu
@itQualityIndex

www.q4it.eu
www.itqualityindex.com
https://www.q4it.eu/en/conference/

Q4IT QUALITY MATTERS ®

IT Quality Index trainings:

TRAINING
IT QUALITY Foundation
www.itqualityindex.com
IT QUALITY INDEX

Certified IT Quality Professional – CITQP
IT quality management framework overview
IT QUALITY INDEX
CERTIFIED IT QUALITY PROFESSIONAL

TRAINING
IT QUALITY Expert
www.itqualityindex.com
IT QUALITY INDEX

Certified IT Quality Expert – CITQE
Accredited IT Quality Expert – AITQE
IT QUALITY INDEX framework expert level training
IT QUALITY INDEX – CERTIFIED IT QUALITY EXPERT
IT QUALITY INDEX – ACCREDITED IT QUALITY EXPERT

TRAINING
IT QUALITY Manager
www.itqualityindex.com
IT QUALITY INDEX

Certified IT Quality Manager – CITQM
IT QUALITY INDEX framework manager level training
IT QUALITY INDEX – CERTIFIED IT QUALITY MANAGER

TRAINING
Certification in IT Quality
www.itqualityindex.com
IT QUALITY INDEX

Combined 4 day course
- Professional
- Expert
- Manager
Leading to Certification in IT Quality
IT QUALITY INDEX – CERTIFICATION IN IT QUALITY

TRAINING
Managing Knowledge Worker Quality
www.Q4IT.eu
IT QUALITY INDEX

Managing knowledge workers from qualitative perspective, collaboration quality and knowledge work characteristics.
IT QUALITY INDEX – CERTIFICATE IN MANAGING KNOWLEDGE WORKER QUALITY

TRAINING
Managing Supplier Quality
www.Q4IT.eu
IT QUALITY INDEX

From management of costs and SLAs to focus on quality, innovativeness, adaptations and collaboration in digital ecosystems.
IT QUALITY INDEX – MANAGING SUPPLIER QUALITY

TRAINING
IT Performance reporting
www.Q4IT.eu
IT QUALITY INDEX

Qualitative reporting overriding reactive IT metrics
Reporting knowledge workers performance
IT QUALITY INDEX – CERTIFICATION IT PERFORMANCE REPORTING

TRAININGS
Strategic CIO certification
www.Q4IT.eu

Selection of eight trainings transforming IT management to meet the demands of the knowledge era.
Q4IT – STRATEGIC CIO CERTIFICATION

Strategic CIO Certification:

Strategic CIO Certification

- Information Theory for IT Practitioners 1 D
- IT Quality Foundation 1 D
- Managing Knowledge Worker Quality 2 D
- IT Performance Reporting 1 D
- DCMM Masterclass 1 D
- DCMM Manager 2 D
- Digital IT Strategy 1 D
- Innovation Management in IT 1 D