


# Course catalogue





Q4IT accredited training organization delivering 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, innovation, upgrading IT role to a digital capability function of their organisations.





Course	Days	Description and link to dates and registration
<b>DCMM®: Digital Capabilities Management Model</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	Managing IT using DCMM model logic. <a href="#">Detail and registration.</a>
DCMM Expert	4	Combined course covering Masterclass, Professional and Manager. <a href="#">Detail and registration.</a>
<b>Digital Transformation for IT leaders</b>		
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. <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>
<b>IT Quality Index®</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. <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="#">Details</a>
<b>International IT conference itSDFI 2021</b>		
itSDFI 2021 	1	20 May 2021, IT Strategy & Digital Transformation International Conference 2021, “we learn from stories”: <a href="http://www.itsdfi.com">www.itsdfi.com</a>
<b>Mastering IT support courses</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>

\* 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, online MS Teams

Course name	Day 1	Day 2	Day 3	Day 4	Day 5	Badge
DCMM Masterclass	1 day course					
DCMM Professional		2 day course				
DCMM Manager				2 day course		
DCMM Expert					5 day course	
Theme:	Why DCMM and key components	DCMM ROI and project phases	Transforming IT to DCMM logic	Managing IT using DCMM pattern	Driving IT innovation	

Course name	Day 1	Day 2	Day 3	Day 4	Title	Logo
IT Quality Foundation	1 day course				CITQP	
IT Quality Expert		2 day course			CITQE	
IT Quality Manager				2 day course	CITQM	
Certification in IT Quality				4 day course	CITQ	
Theme:	Definition of IT quality	How to measure IT Quality Index	Design of IT Quality Management System	Management of Improvements		



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Prices : IT Quality Index classroom VAT excl.	EUR	GBP	USD	CAD
IT Quality Foundation - CITQP	795	534	714	948
IT Quality Expert - CITQE	1 260	1 074	1 428	1 890
IT Quality Manager - CITQM	1 260	1 074	1 428	1 890
Certification in IT Quality CITQ	2 520	2 148	2 856	3 780
Online courses	EUR	GBP	USD	CAD
IT Quality Foundation - CITQP	636	427	571	758
IT Quality Expert - CITQE	1 008	859	1 142	1 512
IT Quality Manager - CITQM	1 008	859	1 142	1 512
Certification in IT Quality CITQ	2 016	1 718	2 285	3 024


Prices: DCMM classroom VAT excl.	EUR	GBP	USD	CAD
DCMM Masterclass - DCMM_MC	795	534	714	948
DCMM Professional - DCMM_PR	1 260	1 074	1 428	1 890
DCMM Manager - DCMM_MG	1 260	1 074	1 428	1 890
DCMM Expert - DCMM_EX	3 315	2 682	3 570	4 728
DCMM online courses	EUR	GBP	USD	CAD
DCMM Masterclass - DCMM_MC	636	427	571	758
DCMM Professional - DCMM_PR	1 008	859	1 142	1 512
DCMM Manager - DCMM_MG	1 008	859	1 142	1 512
DCMM Expert - DCMM_EX	2 652	2 146	2 856	3 782

**TRAINING** [www.Q4IT.eu](http://www.Q4IT.eu)

**DCMM Masterclass**

Next generation IT management model

- For digital era CIO
- Complex systems thinking
- Digital transformation and AI



**TRAINING** [www.Q4IT.eu](http://www.Q4IT.eu)

**DCMM Professional**

From acting as a service provider to digital capabilities management

- Digital transformation from within IT
- Transformation steps
- Elimination of an administrative overhead



**TRAINING** [www.Q4IT.eu](http://www.Q4IT.eu)

**DCMM Manager**

Managing organisation's digital capabilities

- Maximising benefits/resources ratio
- Complex systems and uncertainty
- Digital agents and collaboration
- Innovations ecosystems



**TRAINING** [www.Q4IT.eu](http://www.Q4IT.eu)

**DCMM Expert**

Digital transformation of IT management

- DCMM collaboration model explained
- Digital transformation of IT and business
- Innovations, adaptation and digital intelligent agents



**TRAINING** [www.Q4IT.eu](http://www.Q4IT.eu)

**DIGITAL TRANSFORMATION FOR CIO**

Digital transformation IT leaders

- What is Digital Transformation
- Business and IT roles
- Innovation and collaboration networks
- Management patterns supporting DX



**TRAINING** [www.Q4IT.eu](http://www.Q4IT.eu)

**DIGITAL IT STRATEGY**

IT Strategy for digital era CIO

- Dynamic strategy
- Alignment with digital transformation
- New trends from complex systems theories



[www.itqualityindex.com](http://www.itqualityindex.com)

**TRAINING**  **IT QUALITY Foundation**

Certified IT Quality Professional – CITQP

IT quality management framework overview



[www.itqualityindex.com](http://www.itqualityindex.com)

**TRAINING**  **IT QUALITY Expert**

Certified IT Quality Expert – CITQE  
Accredited IT Quality Expert – AITQE

IT QUALITY INDEX framework expert level training



[www.itqualityindex.com](http://www.itqualityindex.com)

**TRAINING**  **IT QUALITY Manager**

Certified IT Quality Manager – CITQM

IT QUALITY INDEX framework manager level training



[www.itqualityindex.com](http://www.itqualityindex.com)

**TRAINING**  **Certification in IT Quality**

Combined 4 day course

- Professional
- Expert
- Manager

Leading to Certification in IT Quality

