











Courses calendar



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. Starting 2019 we introduced completely new management model DCMM.

Course	Days	Date and place	Description
IT Quality Index® online courses			
IT QUALITY Foundation	1	Register to receive notifications about next course	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. Details and registration
IT QUALITY Expert	2	Register to receive notifications about next course	Accreditation course for candidates aiming to become Accredited IT QUALITY Experts or Certified IT Quality Experts. Details and registration
IT QUALITY Manager	2	New dates coming soon	2 days accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Details and registration
IT Quality Index® classroom			
IT QUALITY Foundation	1	24 September Edinburgh 3 October London 18 October Prague 28 October Edinburgh 12 November Singapore	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. Details and registration
IT QUALITY Expert	2	24 September Edinburgh 22 August London 3 October London 28 October Edinburgh 12 November Singapore	Accreditation course for candidates aiming to become Accredited IT QUALITY Experts or Certified IT Quality Experts. Details and registration
IT QUALITY Manager	2	24 September Edinburgh 10 October London 30 October Edinburgh 28 November Edinburgh	2 days accreditation course for candidates aiming to become Certified IT QUALITY Managers - CITQM. Details and registration
Certification in IT Quality	4	28 October Edinburgh	4 days combined course covering Foundation, Expert and Manager level, leading to the Certification in IT Quality Details and registration
Managing Suppliers Quality	1		From focus on costs to balanced Quality/Costs categorization and supplier management. Detail
DCMM: Digital Capabilities Management Model – class room			
DCMM Masterclass	1	26 September Edinburgh 2 October London 10 October Prague 17 October Vancouver 14 November Singapore 28 November London	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	14 November Singapore 28 November London	Theory and practical steps how to transform IT to innovations department collaborating with colleagues and partners. Detail and registration.
DCMM Manager	3	01/2020 London	Course targeted to IT managers explaining how to use DCMM for IT management and digital transformation. Detail and registration.
ITIL® courses - class room			
ITIL Foundation ENG <i>training in English</i>	2	16.10. Prague 23.10. Brno	English speaking trainer - Accredited ITIL Foundation training – “must have” for all IT professionals. Certification exam included in course and price. Detail Registration: On-line
ITIL 4 Foundation	2	23.9. Prague 11.11. Prague 26.11. Brno	English speaking trainer - Accredited ITIL Foundation training – “must have” for all IT professionals. Certification exam included in course and price. Detail Registration: On-line
ITIL 4 Foundation + IT Quality Foundation	3	23.10. Brno 16.10. Prague	Combined ITIL 4 and IT Quality Foundation courses. 765 € + 495 € = 1.260 € Special offer 950 € including two certification tests, so you save 310 € Details and registration On-line registration
ITIL Service Strategy <i>training in English</i>	3		Accredited ITIL Intermediate – ITIL Service Strategy course, including certification exam. Detail Registration: On-line
ITIL Service Design <i>training in English</i>	3		Accredited ITIL Service Design course, including certificate exam. ITIL SD. Detail Registration: On-line
ITIL Service Transition <i>in English</i>	3	30.9. Brno	Accredited ITIL Service Transition course, including certificate exam. ITIL ST. Detail Registration: On-line

ITIL Service Operation training in English	3		Accredited ITIL Service Operation course, including certificate exam. ITIL SO. Detail Registration: On-line
ITIL CSI training in English	3		Accredited ITIL Continual Service Improvement course, including certificate exam. ITIL CSI. Detail Registration: On-line
ITIL Managing Across The Lifecycle training in English	4		Accredited ITIL Managing Across The Lifecycle professional – ITIL Expert course, including certificate exam. ITIL MALC, successful candidates gain ITIL Expert certification. Detail Registration: On-line
ITIL Practitioner in English	2		Learn how to implement and improve IT service management practices in real-world context. Detail Registration: On-line
IT management courses			
CIO of the digital era	1	24.9. 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 Registration
International IT conference itsDFI 2020			
itsDFI 2020 	1.5	20 May Prague, CZE	IT Strategy & Digital Transformation International Conference 2020, "Digital Governance – management models for digital transformation": www.itsdfi.com
Mastering IT support courses and other workshops			
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. 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:

London, Edinburgh: different locations

Prague: Budejovicka 778/3a, 140 00 Praha 4

Brno: Vystaviste 405/1, 603 00 Brno



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