What is IT Quality?
IT Quality Index introduction

Zdenek Kvapil, Lead author

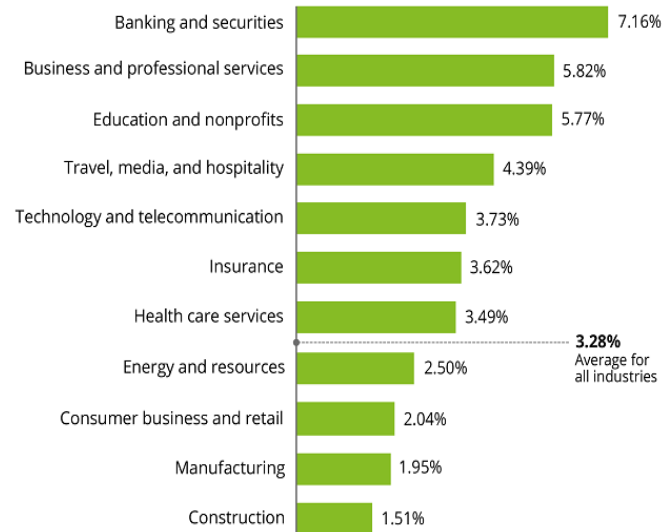Jonathan Boyd, Co-author

What is IT? A cost or an asset?

Gartner [symposium](): ".. measuring IT costs per employee was the wrong metric. **The formula must be flipped**," says **Peter Sondergaard**, senior vice-president at Gartner

What is IT? A cost or an asset?

Cost   or   Asset

Figure 1: IT Budgets as a Percentage of Revenue by Sector

| Sector	%
Banking and securities	7.16%
Business and professional services	5.82%
Education and nonprofits	5.77%
Travel, media, and hospitality	4.39%
Technology and telecommunication	3.73%
Insurance	3.62%
Health care services	3.49%
Energy and resources	2.50%
Consumer business and retail	2.04%
Manufacturing	1.95%
Construction	1.51%

3.28% Average for all industries

Source: Technology Budgets: From Value Preservation to Value Creation / Deloitte Insights

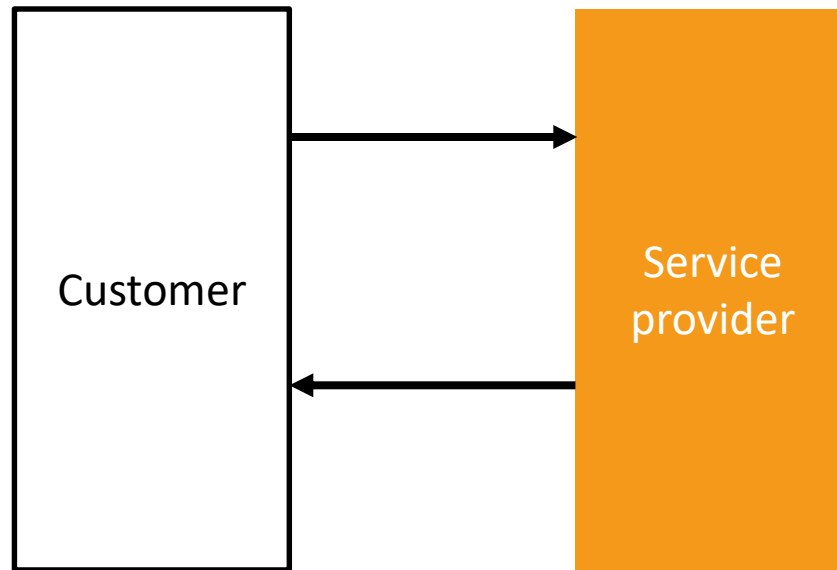# How would YOU respond?
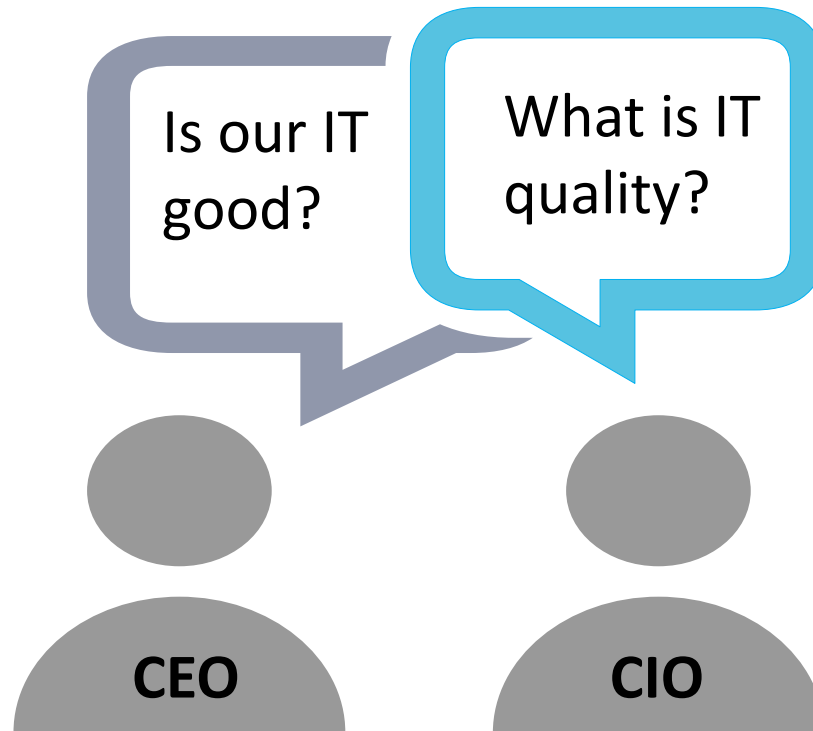
What is Quality?
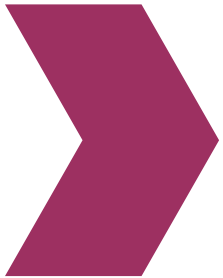
ISO/IEC 9001 definition:
"Degree to which a set of inherent characteristics **fulfils requirements**".

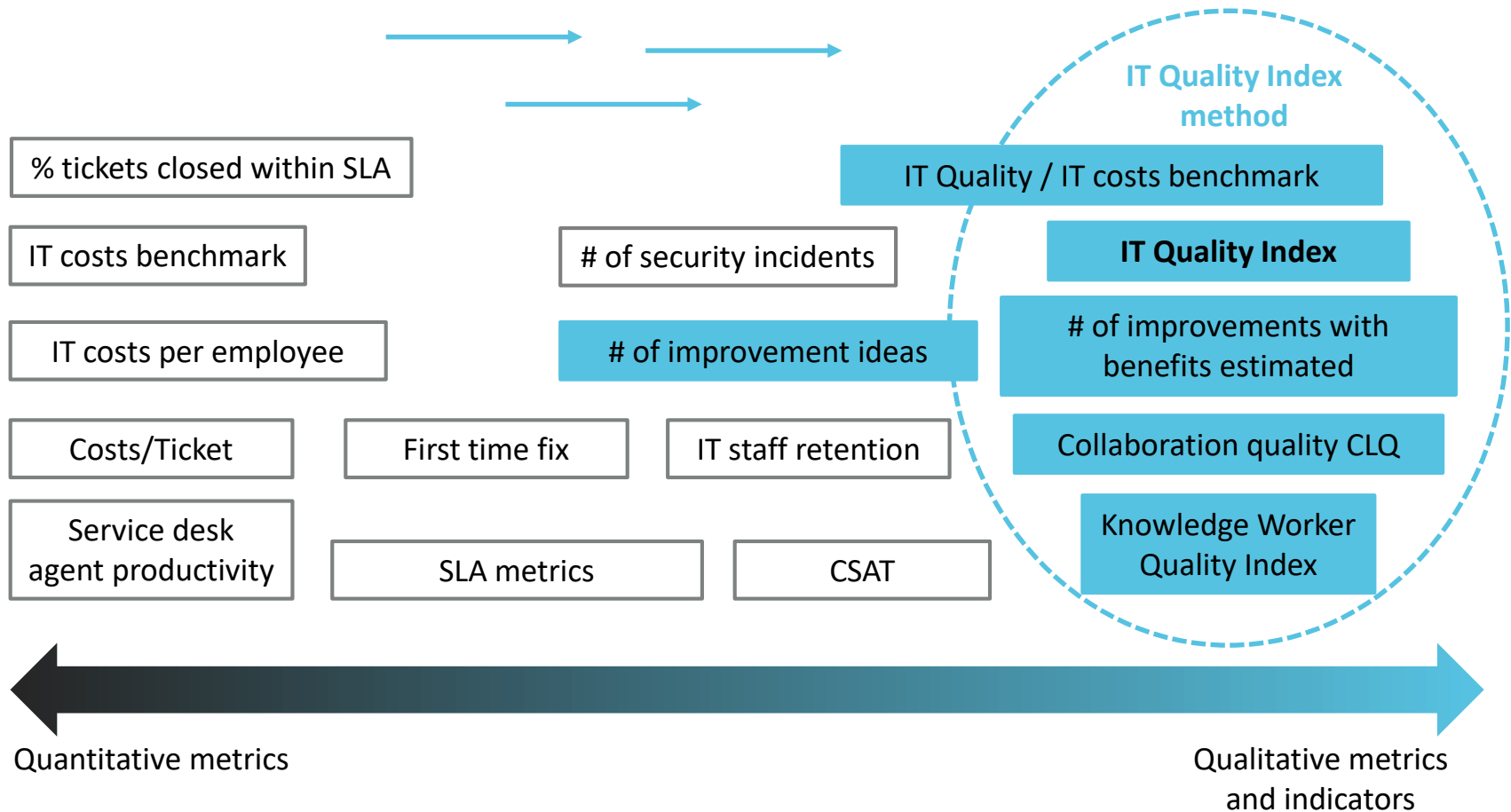# Is the ISO quality definition correct?
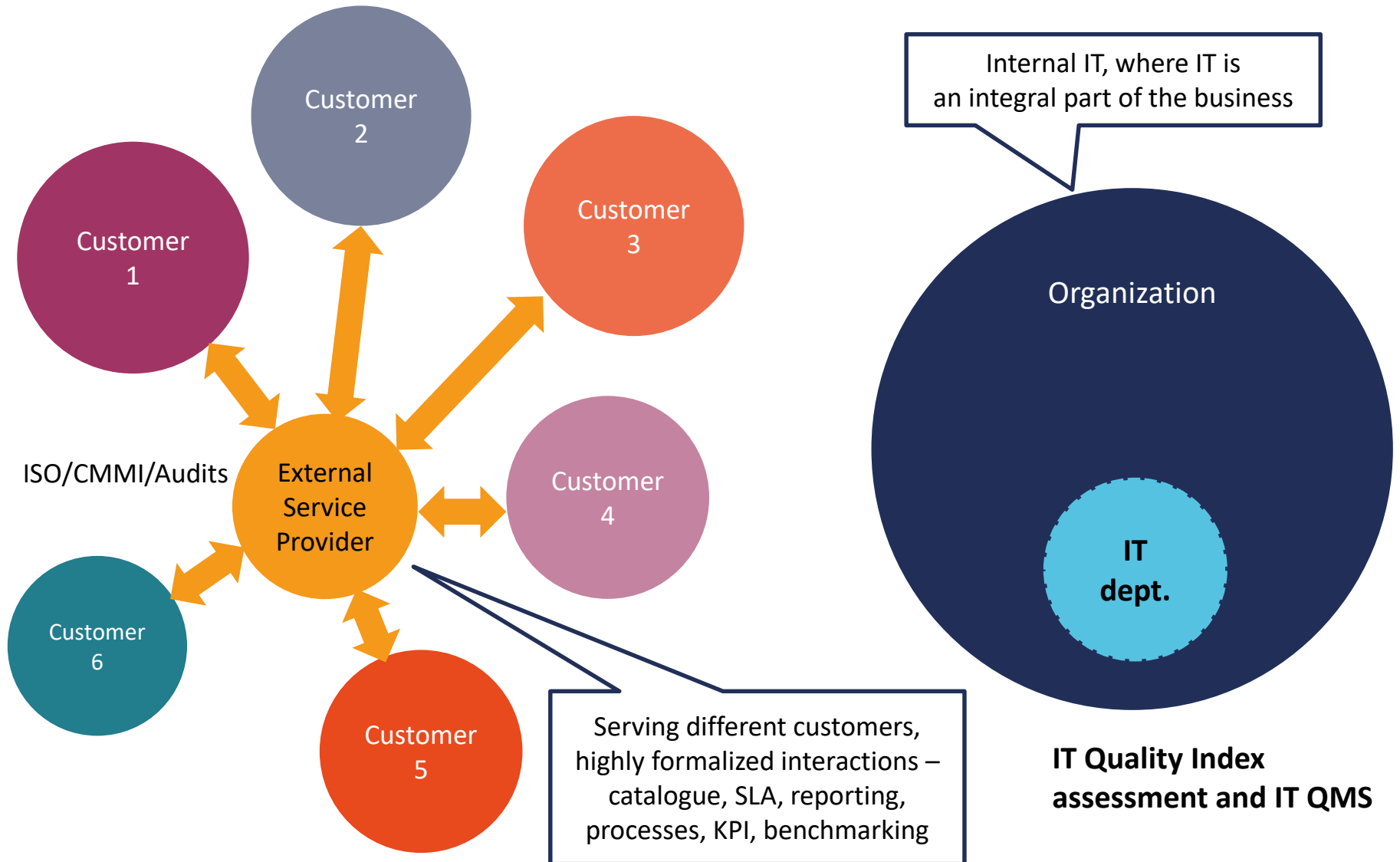
Meeting requirements means compliance …

ISO 20000: Quality = meetings SLAs

Quantitative Vs. Qualitative metrics

IT management is mostly using **quantitative metrics**.

IT Quality Index method

% tickets closed within SLA		IT Quality / IT costs benchmark
IT costs benchmark	# of security incidents	IT Quality Index
IT costs per employee	# of improvement ideas	# of improvements with benefits estimated
Costs/Ticket	First time fix	IT staff retention	Collaboration quality CLQ
Service desk agent productivity	SLA metrics	CSAT	Knowledge Worker Quality Index

Quantitative metrics → Qualitative metrics and indicators

Is internal IT the same thing as external SPs

Customer 2

Customer 1

Customer 3

Customer 4

ISO/CMMI/Audits

External Service Provider

Customer 6

Customer 5

Serving different customers, highly formalized interactions – catalogue, SLA, reporting, processes, KPI, benchmarking

Internal IT, where IT is an integral part of the business

Organization

IT dept.

IT Quality Index assessment and IT QMS

Fundamental question

"What is IT QUALITY?"

What is Quality? Two approaches to quality.

ISO/IEC 9001 definition:
"Degree to which a set of inherent characteristics **fulfils requirements**".

IT Quality Index approach

The Oxford dictionary:
"The standard of something as measured **against other things** of a similar kind; the **degree of excellence** of something."

# Quality approach for different domains

| Quality of →	Product / physical object	Individual service	System
Measurement	Physical characteristics	SLA, CSAT	Multidimensional assessment
Quality criteria	Tolerances, technical criteria	Customer requirements	Level of excellence compared to others

↑

IT Quality Index

Product

Service
or SW product
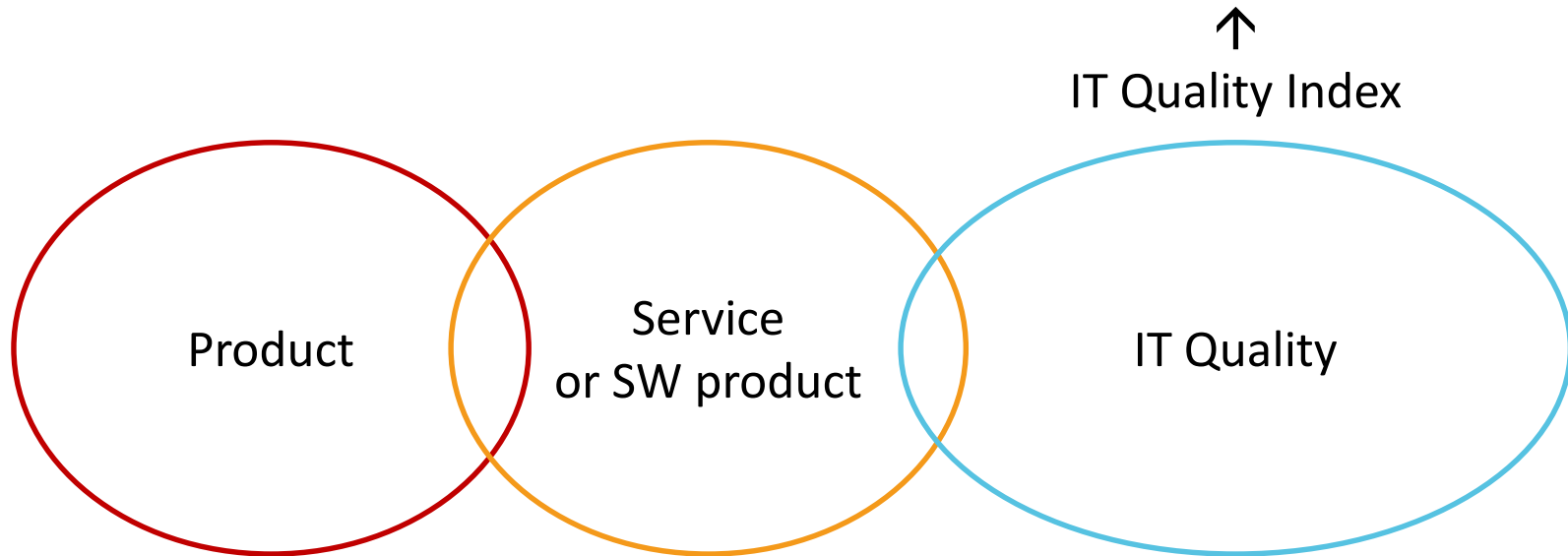
IT Quality

What is IT Quality?

Ennius: "The good is mostly in the absence of bad."

- Presence of good (widely accepted   practices) doesn't mean absence of bad practices.

- The way how we formulate questions implicates how people think and respond.

- IT Quality Index is the first assessment method using **positive and negative** questions.
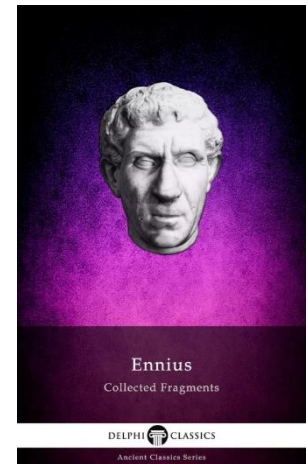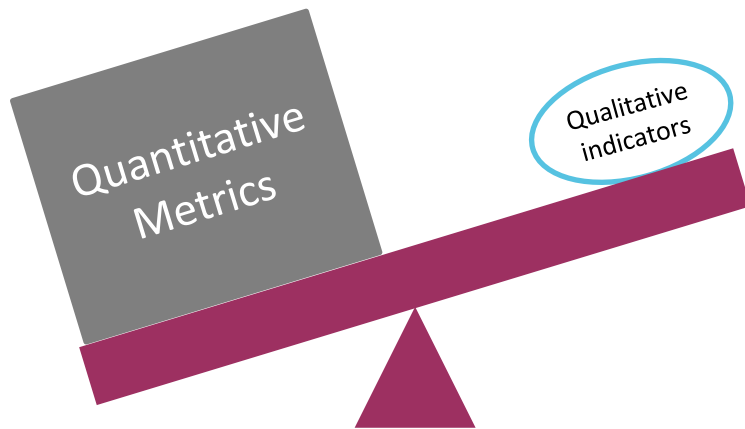
Solution

## IT Quality Index – IT quality assessment and management method
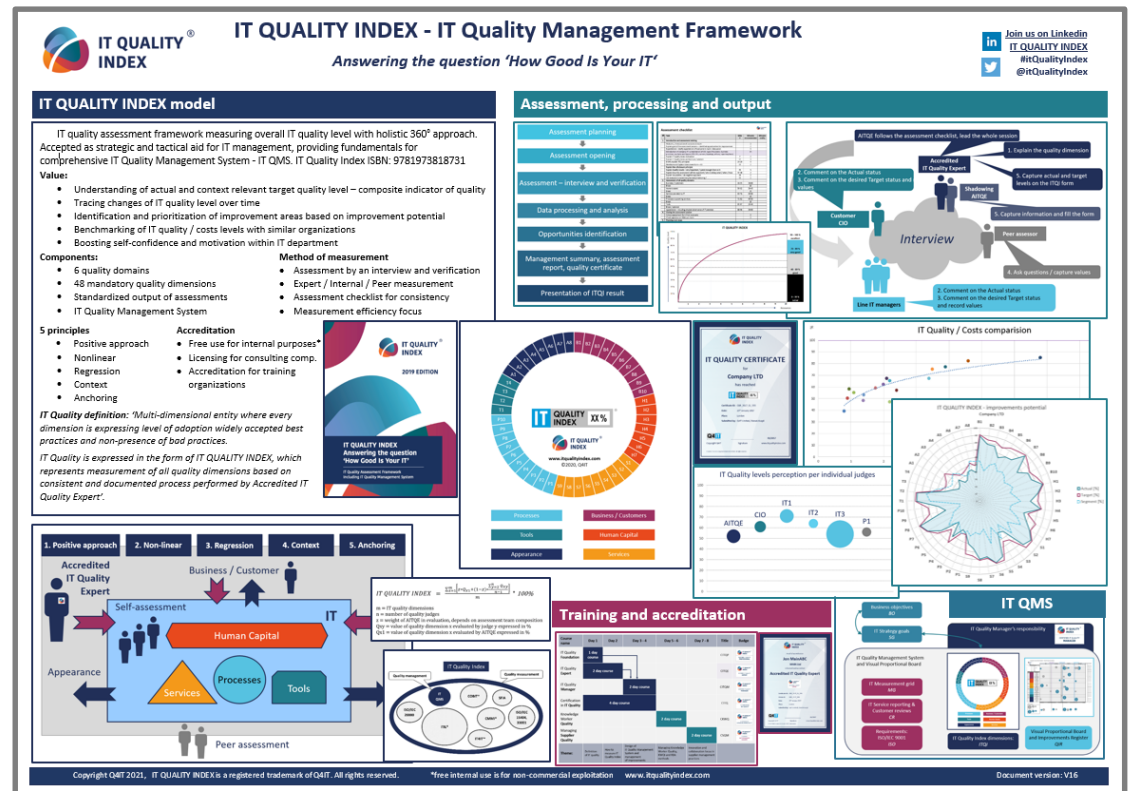
Quality metrics

**Quantitative focus** – productivity, costs, volumes, speed, process or service level metrics

Qualitative focus – level of excellence, absence of bad, resilience, system level composite quality indicator, knowledge worker quality index, collaboration experience and quality

Quantitative Metrics

Qualitative indicators

Industrial / Service era management

Quantitative metrics

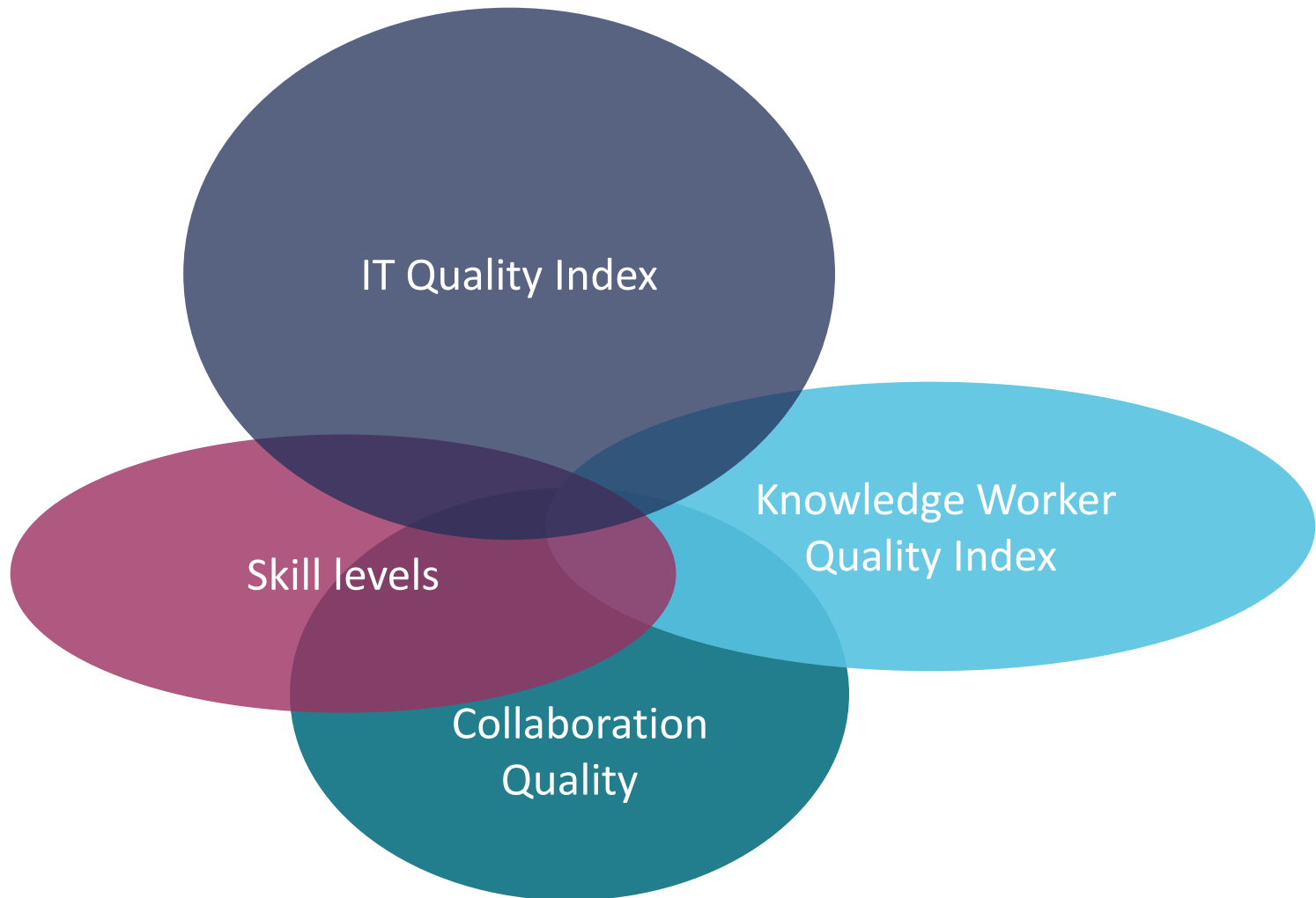**Qualitative indicators**
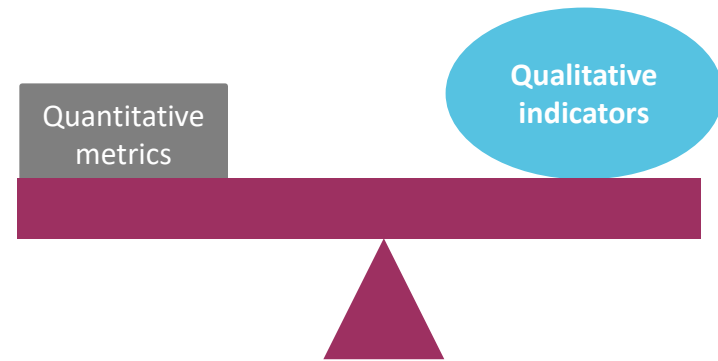
Knowledge era management

Example of outputs described in IT Quality Index body of knowledge
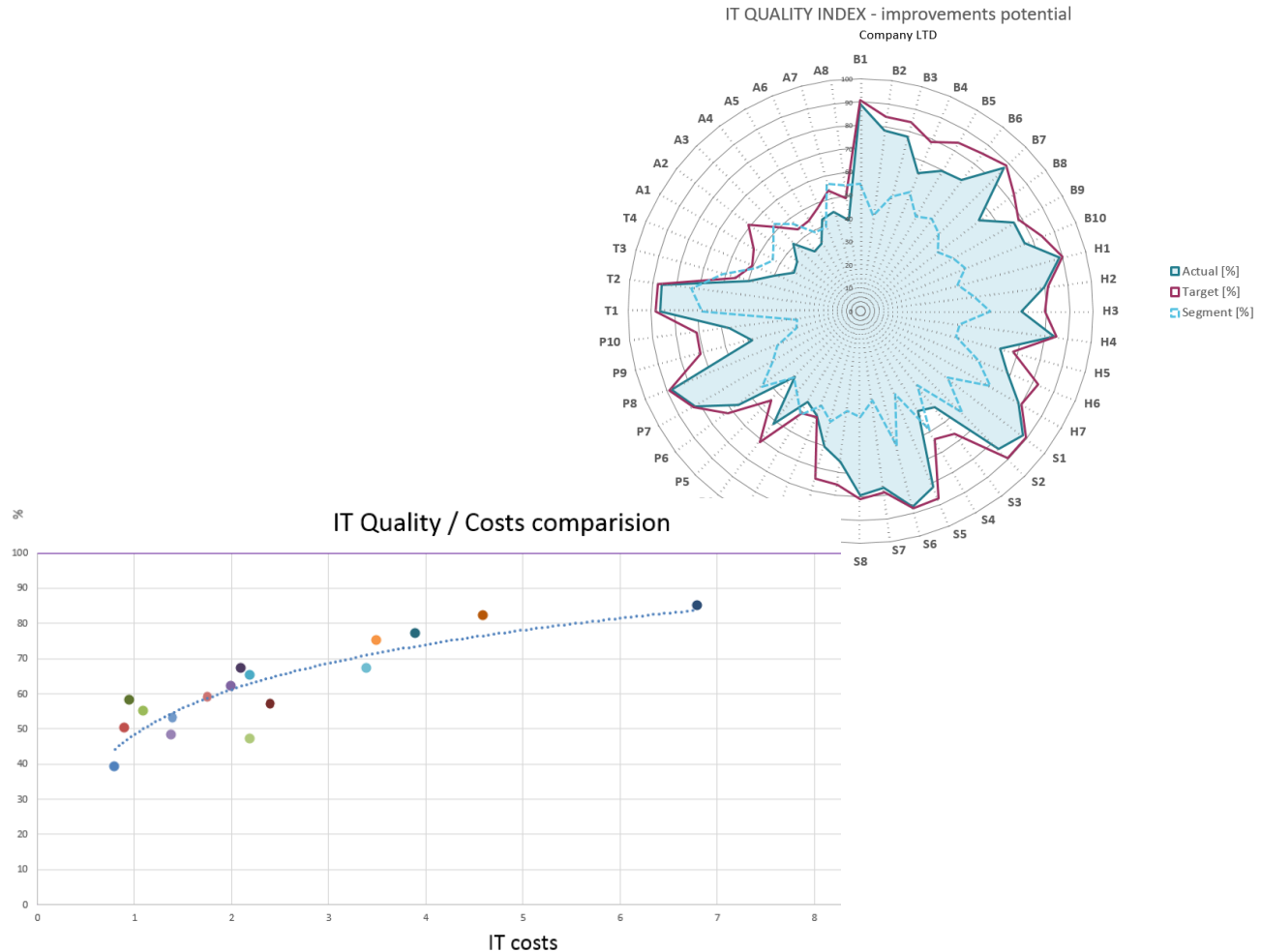
Real world example

Complementing qualitative metrics

Course name	Day 1	Day 2	Day 3 - 4	Day 5 - 6	Day 7 - 8	Title	Badge
IT Quality **Foundation**	1 day course					CITQP	CERTIFIED IT QUALITY PROFESSIONAL
IT Quality **Expert**	2 day course					CITQE	CERTIFIED IT QUALITY EXPERT
IT Quality **Manager**			2 day course			CITQM	CERTIFIED IT QUALITY MANAGER
Certification in **IT Quality**	4 day course					CITQ	CERTIFICATION IN IT QUALITY
Knowledge Worker **Quality**				2 day course		CKWQ	CERTIFICATION IN KNOWLEDGE WORKER QUALITY
Managing **Supplier Quality**					2 day course	CSQM	CERTIFIED SUPPLIER QUALITY MANAGER
Theme:	Definition of IT quality	How to measure IT Quality Index	Design of IT Quality Management System and management of improvements	Managing Knowledge Worker Quality, KWQI and RBA methods	Innovation and collaboration focus in supplier management practices		

Free resources:

Featured web: www.itQualityIndex.com

https://www.itqualityindex.com/free-resources/

Book: **IT Quality Index 2022 Edition**

Amazon ISBN 798543925812 -paperback and e-book