PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Quality Foundation	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: IT Quality Foundation Certificate	

Course Syllabus

Our IT Quality Foundation training course will cover the following topics:

- IT Quality Measurement – motivations
- Previous IT quality models
- Architectural design of holistic IT quality assessment
- IT Quality Index – model, principles, IT quality definition
- Quality domains, dimensions, attributes
- Business/customers
- Human assets
- Services
- Processes
- Tools
- Appearance
- IT Quality Index assessment – planning, method of assessment
- Analysis and processing
- Interpreting results, creating management summary, result presentation
- Value to business
- Test – 60 minutes

Course Overview

Our one-day IT Quality Foundation training course will provide you with an introductory overview to the IT Quality Index Framework.

You will learn IT quality terms and how quality can be measured and traced over time in an unbiased, objective way.

Our IT Quality Foundation training course details the need of a holistic approach to IT quality and compares the new IT quality assessment with the operational ways of assessment with focus on specific areas.

Course Learning Outcomes

You will learn the value of knowing the IT quality level, how the measurement of IT quality is organised, how outputs are processed and how the benchmarking of quality can be done.

Audience

Our IT Quality Foundation training course is suitable for:

- IT Managers
- Team Leaders
- IT Quality Managers
- CIOs

Our IT Quality Foundation training course is targeted to individuals aiming to become Certified IT Quality Professionals – CITQP, Accredited IT Quality Experts – AITQE or Accredited IT Quality Trainers.

Entry-Level Requirements

The ITIL® 4 Foundation certificate is highly recommended.

Recommended Reading

There is no recommended reading associated with our IT Quality Foundation training course.

What's Included

Our IT Quality Foundation training course includes the following:

- Full Digital Course Materials
- IT Quality Foundation Examination

Exam Information

IT Quality Foundation Examination:

The IT Quality Foundation examination is taken over 60 minutes. You will write answers to 6 questions (thesis).

What's Next

Our two-day IT Quality Expert training course will provide expert level knowledge of the IT Quality Index framework.

Our IT Quality Expert training course will explain how to communicate the benefits of having knowledge of IT quality to executives and internal IT teams.

You will understand the processes of assessment, data processing, benchmarking and presentation to IT and business executives.

Additional Information

Our IT Quality Foundation training course presents an overview of the IT Quality Index Framework - concept of quantification quality of IT into management comprehensive form.