PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Quality Expert	**Course Duration**: 2.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: IT Quality Expert Certificate	

Course Syllabus

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

DAY 1

It will cover the same topics as our IT Quality Foundation training course.

- IT Quality measurement – motivations
- Previous models used to analyse IT quality
- Architectural design of holistic IT quality assessment
- IT Quality Index – model, principles
- Quality domains, dimensions, attributes
- Business/customers
- Human assets
- Services
- Processes
- Tools
- Appearance
- IT Quality Index assessment – planning, organisation, method of assessment
- Analysis and data processing
- Interpreting results, creating management summary, results presentation

DAY 2

- Managing assessment session – who/what/how
- Data processing – logic, data aggregation, statistical processing
- Free / commercial exploitation – licensing rules
- Value proposition to the business
- Online certification exam CITQE

Course Overview

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.

Course Learning Outcomes

Our IT Quality Expert training course will teach you:

- How to lead quality assessment sessions
- How to process data
- Compare quality levels pre / after improvement project
- Benchmark cost / quality of IT in context
- Communicate quality levels to customers
- Communicate IT quality term

Audience

Our IT Quality Expert training course is suitable for:

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

Our IT Quality Expert training course is targeted to individuals aiming to become Certified IT Quality Experts (CITQE - internal use) or Accredited IT Quality Expert (AITQE – commercial use, consultants).

Entry-Level Requirements

It is recommended that you hold the ITIL® Intermediate / ITIL® Expert certificates or one of the ITIL® 4 certifications.

Recommended Reading

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

What's Included

Our IT Quality Expert training course includes the following:

- Full Digital Course Materials
- IT Quality Expert Examination

Exam Information

IT Quality Expert Examination:

The IT Quality Expert examination is taken over 60 minutes. You will write answers to scenarios and questions.

What's Next

Our two-day IT Quality Manager training course presents deep understanding how IT Quality Index Framework could form basis for continual quality management in all quality dimensions.

Additional Information

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