PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

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

Course Syllabus

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

- Overview of IT quality management system
- Overview of ITQI framework
- Designing visual IT QMS system
- Key components of IT QMS
- Establishing IT QMS – roles, activities
- Responsibilities of IT Quality Manager
- Improvements initiations, recording, processing
- Managing improvements
- Value / Benefits of improvements – CVC, RBA, ADRA techniques
- Reporting and KPIs of IT QMS
- Value to business
- Mapping to COBIT 5 enabling processes, APO11 Manage Quality
- Finding ideas for improvement
- Visual management of improvements
- Valuation of improvements
- Test – 45 minutes

Course Overview

Our two-day IT Quality Manager training course presents a managerial level overview of the IT Quality Index Framework.

Our IT Quality Manager training course will guide you from the design through to the sustainable management of an IT Quality Management System driven by the IT Quality Index principles, domains and dimensions.

You will learn how to design, operate IT Quality Management system on strategic and tactical level.

Course Learning Outcomes

Our IT Quality Manager training course presents deep understanding how IT Quality Index framework could form basis for continual quality improvement in all quality dimensions.

Our IT Quality Manager training course will show you how to design your own IT QMS based on the IT Quality Index principles with respect to the context and complexity of your particular IT departments.

Audience

Our IT Quality Manager training course is suitable for:

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

Our IT Quality Manager training course is targeted to individuals aiming to become Certified IT Quality Manager – CITQM.

Entry-Level Requirements

The entry-level requirements for our IT Quality Manager training course is that you have attended:

- IT Quality Foundation
- IT Quality Expert

Recommended Reading

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

What's Included

Our IT Quality Manager training course includes the following:

- Full Digital Course Materials
- IT Quality Manager Examination

Exam Information

IT Quality Manager Examination:

The IT Quality Manager examination is taken over 45 minutes. You will write answers to scenarios and questions.

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 Manager training course will teach you how to demonstrate IT's commitment to the continual quality improvement of all the quality dimensions through clear reporting.