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IT037:
IT Quality Management

Training Description:

This intensive training course provides participants with a comprehensive understanding of IT Quality Management principles, frameworks, methodologies, and tools. It covers quality standards such as ISO/IEC 20000, ISO 9001 and ITIL, while also addressing modern quality approaches like Agile, DevOps, and Continuous Improvement. Through interactive lectures, case studies, and practical exercises, participants will gain the skills to design, implement, and manage effective IT quality systems that align with business objectives, regulatory requirements and customer expectations.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the fundamental principles and concepts of IT Quality Management
- ✓ Apply international standards and frameworks (ISO, ITIL, CMMI, COBIT) to IT quality initiatives
- ✓ Develop and implement IT quality policies, processes, and controls
- ✓ Measure IT performance through quality metrics, KPIs, and dashboards
- ✓ Integrate quality management with project management, service management, and software development lifecycles
- ✓ Apply continuous improvement methodologies (Lean IT, Six Sigma, Agile, DevOps) to IT operations
- ✓ Manage risks, compliance, and audits related to IT quality

Training Designed for:

This training course is intended for IT Managers, IT Quality Managers and IT Service Managers, Quality Assurance (QA) and Quality Control (QC) Professionals, IT Auditors and Compliance Officers, IT Project Managers and Business Analysts, Software Developers, Testers and DevOps Engineers and Anyone responsible for ensuring quality in IT processes, systems, or services.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ **Foundations of IT Quality Management**
  - Introduction to IT Quality Management: Definition, Scope, and Importance
  - Quality Principles: ISO 9001, ITIL, and Deming's PDCA Cycle
  - IT Service Quality vs. Software Quality vs. Process Quality
  - Key IT Quality Frameworks: ISO/IEC 20000, CMMI, COBIT, ITIL 4
  - Establishing Quality Culture in IT Organizations
  - **Case Study:** Common IT Quality Failures and Lessons Learned

DAY TWO:

- Quality Standards, Frameworks and Compliance
  - ISO/IEC 20000 (IT Service Management) and ISO 9001 (Quality Management) in IT
  - CMMI (Capability Maturity Model Integration) for Software and Systems
  - COBIT Framework for IT Governance and Quality Controls
  - ITIL 4 Practices for Service Quality and Continual Improvement
  - Regulatory Compliance: GDPR, SOX, HIPAA, and their quality implications
  - Workshop: Mapping IT processes to quality standards

DAY THREE:

- IT Quality Planning, Assurance and Control
  - Developing IT Quality Policies, Objectives, and Plans
  - Quality Assurance (QA) vs. Quality Control (QC) in IT
  - IT Quality Metrics: Defect Density, Service Availability, MTTR, Customer Satisfaction
  - Tools for Quality Management: Test Management Tools, Monitoring & Reporting Systems
  - Root Cause Analysis (RCA) and Problem-Solving Techniques
  - Practical Exercise: Designing an IT Quality Dashboard

DAY FOUR:

- Continuous Improvement in IT Quality
  - Lean IT and Six Sigma Principles for IT Process Improvement
  - Agile and DevOps in Quality Management
  - Automation in Quality: Continuous Testing, CI/CD Pipelines
  - Measuring Continuous Improvement: KPIs, OKRs, and Value Streams
  - Benchmarking IT Performance and Best Practices
  - Group Activity: Process Mapping and Improvement Exercise

DAY FIVE:

- Risk Management, Audits, and Implementation Roadmap
  - Risk Management in IT Quality (Operational, Security, and Compliance Risks)
  - Internal & External Quality Audits in IT Organizations
  - Building a Sustainable IT Quality Management System
  - Change Management for IT Quality Initiatives
  - Developing an Implementation Roadmap for IT Quality Programs
  - Final Case Study & Individual/Group Presentations: Designing a Quality Improvement Plan
- Course Conclusion
- POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
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