MERCURY

Information Technology IT Quality Management Course

28 June – 2 July 2027
Brussels (Belgium)



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Ref: 9227_294514 **Date:** 28 June – 2 July 2027 **Location:** Brussels (Belgium) **Fees:** 6200 Euro

Introduction:

Ensuring the consistency and quality of an organizational product and service can be challenging. Many leaders now appreciate their organization's reliance on technology and view information technology IT quality management as the foundation of their processes, practices, and procedures.

This information technology IT quality management training is fundamental in that your customers and stakeholders interact with IT systems, which enriches their experience and makes it robust and secure.

This information technology IT quality management course will help leaders face the challenge of fusing technology with business to ensure customer interaction is the best in terms of experience and commercial revenue outcomes.

The information technology IT quality management training course will assess the enterprise's quality framework, practicality, and suitability for quality controls while guiding practitioners on models and best management practices.

Targeted Groups:

- Technology Engineers, Chief Technology Officer CTO and Chief Information Officer CIO
- Enterprise Architect Team Members
- Design and Human-Computer Interaction Specialists
- Business Analysts and Project Management Professionals
- Audit Compliance and Quality Personnel

Course Objectives:

At the end of this information technology IT quality management course, the participants will be able to:

- Define quality principles in systems development to enhance user and client interaction and experience.
- Understand international frameworks and quality principles.
- Identify, design, and implement objective quality controls within an enterprise.
- Understand current and future trends within IT Quality Management.
- Appreciate the risk of stakeholders, clients, and third-party vendors in a commercial enterprise to maintain IT Quality.

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Targeted Competencies:

At the end of this information technology IT quality management training, the participant's competencies will:

- An Overview of Quality Management.
- Need for IT Quality Management.
- Defining User and Stakeholder Requirements.
- Keys of IT Quality Management Principles.
- International Framework for Quality Management.

Understanding Information Technology IT Quality Management:

The Information Technology IT Quality Management Course is designed to equip participants with essential skills and knowledge to deliver high-quality IT services. This comprehensive course covers essential topics such as quality assurance, process improvement, risk management, and compliance within IT operations.

Participants will learn practical strategies for managing IT projects, implementing quality standards, and optimizing IT service delivery. By focusing on quality management principles, including continuous improvement and customer satisfaction, this course empowers IT professionals to enhance organizational efficiency and drive business success in today's competitive landscape.

Course Content:

Unit 1: Overview - Quality Management:

- Quality Management Overview.
- Information Technology Evolution.
- Applying Quality Management to IT Development.
- Identifying Characteristics and Requirements of the Customer and User.
- Choosing Quality Management and Key Performance Indicators.

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Unit 2: The Human Element:

- Key factors to identify human and social needs required with technology interaction.
- How do we set the strategic design for success?
- Identifying what experiences the customer desires when they only sometimes know themselves.
- Models and Approaches for Human-Computer Interaction.

Unit 3: International Standards and Quality Management Principles:

- ISO/IEC 9000 - Quality Management.
- Management Principles and IT Quality/Service Requirements.
- How do you engage the customer focus during design JAD, Agile, SSADM?
- How to Implement IT Leadership as a Management Principle?
- Learn How to Engage All Stakeholders in the Quality Process.

Unit 4: Building on Quality Management Principles:

- How to implement Quality in IT Processes, Practices, and Procedures.
- Understanding System Approach, Dependencies, and Quality Outcomes.
- How do we define continuous improvement in IT Quality Management?
- Assuring Clear Analytical Information and Measurable Results for Quality Outcomes in IT.
- Ensuring Quality Principles with Stakeholders and Third-Party Vendors.

Unit 5: Ensuring IT Quality Management and Measuring Success:

- How to Establish Key Performance Indicators.
- Objectivities and Subjectivities in Analytical Outcomes.
- Driving Revenue and Executive Stakeholder Reporting.
- Best Practice Management in adopting and implementing IT Quality Management.
- Continual Process Improvement.
- The Future Trends in IT Quality Management.

Conclusion:

In the Information Technology IT Quality Management Course, participants gain valuable insights into the roles and responsibilities of an IT quality manager. This certified course equips individuals with the essential skills needed for IT quality management. It covers quality management processes, systems, and plans tailored to information technology environments.

By completing this quality management certificate course, participants acquire the necessary expertise to oversee and optimize IT service quality within organizations. They learn to implement and maintain effective IT quality management systems, ensuring adherence to industry standards and best practices.

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Graduates of this information technology IT quality management course are prepared to assume IT quality manager roles, driving continuous improvement and ensuring the delivery of high-quality IT services that align with business objectives.