5 Days

A Complete Guide to IT Quality Management

▶ Upcoming Sessions

11-15 Nov 2024	London - UK	$5,950
03-07 Feb 2025	London - UK	$5,950
19-23 May 2025	Dubai - UAE	$5,950
10-14 Nov 2025	London - UK	$5,950

▶ Training Details

TRAINING COURSE OVERVIEW

Balancing consistency and excellence in organizational products and services poses a significant challenge. Today, leaders recognize the pivotal role of technology in their operations and perceive IT Quality Management as the bedrock of their processes and procedures. It's imperative that customers and stakeholders engage with robust and secure IT systems to enhance their experiences.

Our Anderson training program addresses this challenge by empowering leaders to seamlessly integrate technology with business objectives, ensuring optimal customer interactions that drive both satisfaction and commercial success. Participants will explore quality frameworks, assess their practicality within their organizations, and gain insights into implementing effective quality controls. Additionally, they'll be guided through various models and best management practices.

Key highlights of the Anderson training course include:

- Understanding Quality Management fundamentals
- Recognizing the necessity of IT Quality Management
- Defining user and stakeholder requirements
- Embracing key IT Quality Management principles
- Exploring international frameworks for Quality Management

TRAINING COURSE OBJECTIVES

By the end of this Anderson training course, 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

DESIGNED FOR

This training course has been designed for senior executives, technical engineers and

architects, business analysts and those involved in the technology, application development, risk mitigation and importantly marketing and sales people involved in product development sales and marketing.

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

▸ 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

LEARNING METHODS

This Anderson training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. Participants will gain detailed knowledge by active participation in seminars, group discussions and real life case studies. Delivery will be by presentation, group syndicate investigations, training DVD and interactive seminars.

▸ Training Details

Day One: 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

Day Two: The Human Element

▸ Key factors to identify human and social needs required with technology interaction
▸ How to set the strategic design for success
▸ Identifying what experiences the customer desires, when they don't often know themselves
▸ Models and Approaches for Human Computer Interaction
▸ Case Study

Day Three: International Standards and Quality Management Principles

▸ ISO/IEC 9000 - Quality Management
▸ Management Principles and IT Quality/Service Requirements
▸ How to Engage the Customer Focus during design (JAD, Agile, SSADM)
▸ How to Implement IT Leadership as a Management Principle
▸ How to Engage all Stakeholders in the Quality Process
▸ Case Study

Day Four: Building on Quality Management Principles

▸ How to implement Quality in IT Processes, Practice and Procedure
▸ Understanding System Approach, Dependencies and Quality Outcomes
▸ How to define Continual 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
▸ Case Study

Day Five: 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

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae