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IT Quality Management in the Public Sector

Course Overview:

Structured IT Quality Management System needs to be introduced in all IT departments as self-improvement is the only way to commit to proactive IT management rather than reactive focused on incidents, problems and requests. The new role of IT quality manager providing answers to all questions put in the beginning is needed. IT QMS with visual support, the right tool for tracking improvements in IT Quality Index structure, right organization design needs to be introduced.

This training course will help leaders face the challenge of fusing technology with business to ensure that customer interaction is the best it can be in terms of experience and commercial revenue outcomes. It will assess the quality framework, practicality, and suitability for quality controls within the enterprise, whilst guiding practitioners on models and best management practices

Course Objectives:

At the end of this 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

Course Coverage:

Topic 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

Topic 2: 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

Topic 3: 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

Topic 4: Building on Quality Management Principles:

- How to implement Quality in IT Processes, Practices and Procedures
- 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

Topic 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

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