



*Training Course:  
Quality Systems in IT Management*

*28 October - 1 November 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Quality Systems in IT Management

Training Course code: IT234615 From: 28 October - 1 November 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan  
Kuala Lumpur Training Course Fees: 5775 € Euro

### Introduction

this course introduces a number of aspects of software quality projects including software requirements specifications, software life-cycle models, software project scheduling, and risk management. Other topics include teamwork, software testing, and software configuration management. Principles of software quality management, metrics, cost estimation, software project planning, organizing, resource allocation, directing and controlling, risk management, software configuration management, the role of standards, management tools.

### Course Outline of Quality Systems

#### Day 1: Introduction to Quality Systems in IT management

- International quality management systems
- Special frameworks for IT quality management system
- ISO 20000 and IT quality
- British framework for IT quality management ITIL
- Project management and IT project management.
- Quality IT Project management and International standards for IT project management

#### Day 2: IT Service Management as a practice

- The concept of best practices in IT Management
- The concept of service management
- The concept of internal and external customers
- The concept of internal and external services
- The concept of stakeholders in service management
- The process model and the characteristics of processes

#### IT Strategy

- Utility & Warranty
- Value Creation
- Resources & Capabilities
- Service Providers

#### Day 3: Processes within Service Strategy:

- Service Portfolio Management
- Demand Management
- Business Relationship Management
- Financial Management for IT Services

## IT Design

- The 4Ps within Service Design
- Five Major Aspects of Service Design
- Service Design Package
- Service Delivery Strategies

## Processes within Service Design:

- Design Coordination
- Service Catalogue Management
- Service Level Management
- Supplier Management
- Information Security Management
- Availability Management
- Capacity Management
- IT Service Continuity Management

## Day 4: IT Transition Management

- Transition Planning & Support
- Service Asset and Configuration Management SACM
- Change Management
- Release and Deployment Management
- Service Validation and Testing For info only
- Evaluation For info only
- Knowledge Management

## IT Operation Management

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Operation Functions
- Service Desk
- Technical Management
- Application Management
- Operations Management

## Day 5: Continual IT Improvement

- Governance
- CSI Implementation adapted with the Deming Cycle Processes
- CSI Model
- The 7-step Improvement Model
- Service Reporting Roles
- CSI Manager



## Registration form on the Training Course: Quality Systems in IT Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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 Telephone / Mobile: .....  
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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
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place.

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