



*Training Course:
Quality Systems in IT Management*

*8 - 12 February 2027
Kuala Lumpur (Malaysia)*

Training Course: Quality Systems in IT Management

Training Course code: IT234615 From: 8 - 12 February 2027 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 6300 € 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 Objectives

- Understand the fundamentals of software quality management and its role in IT projects
- Learn key concepts of software requirements, life-cycle models, and project scheduling
- Gain knowledge of IT service management principles and best practices
- Understand international standards such as ISO 20000 and frameworks like ITIL
- Develop skills in IT project planning, organization, and resource allocation
- Learn risk management techniques in software and IT projects
- Understand service strategy, design, transition, and operation processes
- Gain knowledge of service level management, supplier management, and information security
- Learn change, release, and configuration management processes
- Understand incident, problem, and access management in IT operations
- Apply continual service improvement CSI models and performance measurement techniques
- Understand governance, reporting, and roles involved in IT service improvement

Target Audience

- IT professionals involved in software quality and IT service management
- Project managers and IT project coordinators
- Quality assurance QA and quality control professionals
- IT service management practitioners and ITIL learners
- Business analysts working on IT projects
- IT consultants and professionals involved in process improvement
- Team leaders and supervisors managing IT or software projects
- Anyone interested in understanding software quality and IT service management frameworks

Course Outline

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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