



إدارة جودة تقنية المعلومات: أفضل الطرق لتحسين أداء نظام المعلومات الخاص بك

Duration: 5 Days

Language: ar

Course Code: PI1-115

Objective

Upon completion of this course, participants will be able to:

- Have a complete overview of quality management.
 - Understand the need for IT quality management.
 - Define user and stakeholder requirements.
 - Understand key IT quality management principles.
- Review the International Framework for Quality Management.

Audience

This course is designed for any role with a heavy demand for IT and requires a means to depict and monitor their quality in an easily accessible format. It would be most beneficial for:

- Technology Engineers
 - Chief Technology Officers (CTO)
 - Chief Information Officers (CIO)
- Enterprise Architect Team Members
- Design and Human-Computer Interaction Specialists

- Business Analysts
- Project Management Professionals
- Audit Compliance and Quality Personnel
- Operations Managers
- Senior Executives

Training Methodology

Organisations are starting to make the connection between making information available for consumption and leveraging it to be more agile and productive. However, there is still much that can be achieved. As businesses look to improve productivity, it is becoming apparent that systems require more accurate, complete, and consistent data. Organisations must better link business processes and performance management to data and information quality.

This course will use various adult learning techniques to ensure maximum understanding, comprehension, and retention of the information presented. Participants will gain detailed knowledge by actively participating in seminars, group discussions, and real-life case studies.

The delivery will be through presentations, group investigations, training DVDs, and interactive seminars.

Summary

Integrating information technology into business processes is essential for organisational success. IT encompasses systems software, application software, hardware, networks, and databases. The Chief Information Officer (CIO) leads the IT department, facing pressures to deliver systems that meet evolving organisational needs.

Due to its complexity and rapid change, the industry often fails to provide user-friendly technology. This challenge is increasing, making flawless execution even more difficult. However, performance can improve by prioritising quality in IT development and support, focusing on user satisfaction, integration, and flexibility.

Quality management involves enforcing standards and embedding them into the organisation's IT culture to ensure applications and support meet the necessary criteria.

Course Content & Outline

Section 1: An Overview of Quality Management

- Learn how to focus on implementing long-term solutions rather than installing short-term fixes to problems.
 - Defining the top-quality goals and measures.
 - How to apply quality management to IT development.
- Identifying characteristics and requirements of the customer and user.

Section 2: The Human Approach

- How to set quality measures and standards on customer or user wants and needs.
- Understand how to communicate clearly the function's mission, objectives, issues, and measures.
- Understanding key factors to identify human and social needs required with technology interaction.
 - How to set the strategic design for success.

Section 3: International Standards & Quality Management Principles

- How to implement corrective action plans based on root cause analysis.
 - Anticipating and addressing quality issues in specific areas.
 - How to engage all Stakeholders in the quality process.
 - What is ISO/IEC 9000 - Quality Management?

Section 4: Building on Quality Management Principles

- Understanding how to make quality a shared responsibility.
- How to promote knowledge sharing of best practices relative to quality management in IT.
 - IT quality objectives and initiatives in the IT strategy.
- How to provide overall leadership in achieving IT quality objectives.
 - Representing an end-to-end perspective of IT quality issues.

Section 5: Ensuring IT Quality Management & Measuring Success

- Incorporating and aligning quality measures and business objectives.
 - How large should the quality function be?
 - Tracking your performance using real-time stats.
- Understanding the objectivities and subjectivities in analytical outcomes.

- Driving your revenue and executive stakeholder reporting.

Certificate Description

Holistique Training. عند إتمام هذه الدورة التدريبية بنجاح، سيحصل المشاركون على شهادة إتمام التدريب من (e-Certificate) وبالنسبة للذين يحضرون ويكملون الدورة التدريبية عبر الإنترنت، سيتم تزويدهم بشهادة إلكترونية من Holistique Training.

وخدمة اعتماد التطوير المهني (BAC) معتمدة من المجلس البريطاني للتقييم Holistique Training شهادات ISO 29993 أو ISO 21001 أو ISO 9001 كما أنها معتمدة وفق معايير (CPD) المستمر.

لهذه الدورة من خلال شهادتنا، وستظهر هذه النقاط على شهادة إتمام (CPD) يتم منح نقاط التطوير المهني المستمر واحدة عن كل ساعة CPD يتم منح نقطة CPD، ووفقاً لمعايير خدمة اعتماد Holistique Training. التدريب من لأي دورة واحدة نقدمها حالياً CPD حضور في الدورة. ويمكن المطالبة بحد أقصى قدره 50 نقطة

Categories

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