IS quality, implement an effective strategy

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SII-347   2 Days (14 Hours)

Description

Implement an IT quality policy in your company: identify the problems, choose an approach and apply it. A seminar based on in-depth and particularly significant experience.

Who is this training for ?

For whom

This summary course is aimed at IT managers, methods managers, managers of large projects having to implement a quality approach.

Prerequisites

Aucune

Training objectives

- Understand the concepts of quality within the IS
- Master the strategic issues of quality in the DSI
- Analyze the quality management approaches, standards and benchmarks IS
- Implement an approach and an action plan quality management

Training program

Le concept Qualité

- Definition and various aspects relating to this concept.
- Developments and measurements.

Champ d'action du DSI sur la Qualité dans l'entreprise

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We are at your disposal : De Lun - Ven 09h00-18h00

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- IT customers.
- Customer expectations.
- From software to business results.
- Exchanges on the notion of the IT department value chain.
- Reflection on the IT stakeholders in your organization.

La nécessité d'une normalisation

- Control of IT processes in the extended enterprise.
- The role of quality assurance and certification.
- Scandals and risk management .
- IT impacts of the Sarbanes-Oxley Act.
- Demonstration.

Démarches, normes et référentiels

- The different quality excellence awards.
- Standards and benchmarks: ISO 9000 version 2000, Six Sigma, ITIL, CMMI, COBIT, SPICE.
- Comparisons and implications for the IT department.
- Standards relating to IT governance.

La démarche Qualité

- Ten rules for initiating a Quality approach.
- Evaluate the level of Quality of your IT department or project.
- Investment, operating costs.
- The reallocation of resources.
- Certification: the benefits for the company.
- Collective reflection.
- Plan to start your project and define your progression strategy.

Agir sur la Qualité : méthodes pour l'informatique

- Calibrate the requirements of your customers. Cope with the abuses of the king customer.
- Act on value creation. Control complexity (activities, products and services).
- Master relationships between users (MOA, MOE, teams).
- IT operations: professionalize customer relations with service levels.
- Establish a PAQ: set objectives and monitor.
- Implement a quality management system.

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