

IT Service Delivery and Quality Management Systems

Two-day short course

Course content

A quality management system and quality assurance standards are critical tools when used effectively to drive business process improvement and empower innovation within an organisation's operations.

This session will take participants through an in-depth analysis of management systems. ISO 9001 will be used as the base standard for applicability across a broad range of management systems, however specific reference will be drawn from both ISO/IEC 20000 Information Technology -Service Management and ISO/IEC 27001 Information technology – Security techniques – Information security management systems – Requirements.

Course Content

- Quality system requirements
- Management responsibility
- Design and control
- Document and data control
- Purchasing and supplier management
- Process control
- Corrective and preventive action
- Training
- Servicing

Learning outcomes

Upon completion of the session, participants will be able to:

- Establish and implement a management system
- Monitor and review the management system
- Maintain and improve the management system
- Develop a framework for establishing and developing the competence of team members specific to their role and functions

Who should attend?

This course has been designed for:

- IT professionals performing quality functions such as Quality Managers or Quality Assurance Analysts.
- IT Managers and Systems Managers who have the accountability for implementing the management system as defined by the organisation.

It is also beneficial as an in-house course for work teams to develop an appreciation for the importance of applying policies and procedures as defined by the organisation.

Follow	Assist	Apply	Enable	Ensure/ Advise	Initiate/ Influence	Set Strategy
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SFIA alignment

This workshop is aligned to one SFIA skill at the Ensure/Advise level:

- Quality management (QUMG); the application of techniques for monitoring and improvement of quality to any aspect of a function or process. The achievement of, and maintenance of compliance to, national and international standards, as appropriate.

Course duration

Two days

Course fees

- ACS members \$1,090 (inclusive of GST)
- Non-members \$1,610 (inclusive of GST)

Enrolment processes

To enrol, or discuss in-house training options, contact ACS via professional.development@acs.org.au