



# دورة تدريبية في ضمان جودة تكنولوجيا المعلومات



## دورة تدريبية في ضمان جودة تكنولوجيا المعلومات

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### Course Overview

This course equips IT professionals with essential skills in software quality assurance QA. It covers IT Quality Assurance fundamentals, Risk Management in IT Projects, Testing Techniques, and QA Frameworks.

Participants will learn to apply key performance indicators KPIs for continuous improvement, conduct system validation and testing, and develop process improvement strategies. The program includes hands-on experience in software validation, functional testing, and exploratory testing.

Through case studies, attendees will improve their root cause analysis, understand QA compliance standards, and use metrics for decision-making. By the end of the course, participants will be prepared to optimize IT QA processes and enhance software reliability.

### Target Audience

- Software Testers and QA Analysts
- IT Project Managers and Team Leads
- Software Developers and Engineers
- IT Risk Management Professionals
- Compliance Officers and IT Auditors
- IT Governance and Operations Professionals

### Targeted Organizational Departments

- Quality Assurance and Testing Teams
- IT Governance and Compliance Divisions
- Software Development and Engineering Units
- Risk Management and IT Security Teams
- Operations and IT Support Teams

### Targeted Industries

- Information Technology and Software Development
- Financial Services and Banking
- Healthcare and Pharmaceuticals
- Telecommunications and Networking
- Government and Public Sector
- E-commerce and Retail
- Automotive and Manufacturing

## Course Offerings

By the end of this course, participants will be able to:

- Understand Fundamentals of IT Quality Assurance and its role in business success.
- Apply Risk Management in IT Projects for improved software reliability.
- Utilize Control Testing Techniques in Software Development for effective validation.
- Analyze IT Quality Assurance Frameworks to align with industry best practices.
- Implement Key Performance Indicators in QA to measure software quality.
- Conduct Functional Testing in IT QA and optimize validation techniques.
- Utilize IT QA Metrics and Data Analysis for decision-making and performance tracking.
- Perform End-to-End Testing in Software Development to ensure robust applications.
- Address Common Challenges in Software Testing and develop mitigation strategies.

## Training Methodology

The course employs a combination of interactive learning methodologies, ensuring a highly engaging and practical training experience. Participants will explore real-world case studies, group discussions, and hands-on exercises to grasp validation techniques, regression testing in IT, and root cause analysis in software testing.

## Course Toolbox

- Course ebook
- Software Testing Case Studies
- IT QA Process Checklists & Templates
- Quality Control Frameworks & Best Practices Guides
- Online Resources & Industry Reports

## Course Agenda

### Day 1: Foundations of IT Quality Assurance

- Introduction to Software Quality Assurance Topic 1:
- Fundamentals of IT Quality Assurance Topic 2:
- Understanding Risk Management in IT Projects Topic 3:
- Key Performance Indicators in QA Topic 4:
- IT QA Frameworks and Models Topic 5:
- Importance of Early Planning in Quality Assurance Topic 6:
- Summary of key concepts and open discussion Reflection & Review:



## Day 2: Testing Strategies and Validation Techniques

- Control Testing Techniques in Software Development Topic 1: •
- Software Validation Techniques and Best Practices Topic 2: •
- System Validation and Testing Strategies Topic 3: •
- Automated vs. Manual Software Testing Topic 4: •
- Gathering and Organizing Validation Results Topic 5: •
- Exploratory Testing in IT QA Topic 6: •
- Review and application exercises Reflection & Review: •

## Day 3: Risk Management and Compliance

- Risk Management in IT Projects Topic 1: •
- Understanding IT Risk and Compliance Topic 2: •
- IT Operations Risk Assessment and Control Measures Topic 3: •
- Defect Prevention in Software Development Topic 4: •
- Compliance Standards in IT Quality Assurance Topic 5: •
- IT QA Planning and Execution Strategies Topic 6: •
- Key takeaways and knowledge check Reflection & Review: •

## Day 4: Performance Optimization & Process Improvement

- Process Improvement Strategies for IT QA Topic 1: •
- Root Cause Analysis in Software Testing Topic 2: •
- Best Practices for IT Quality Control Topic 3: •
- Performance Testing for IT Applications Topic 4: •
- IT QA Metrics and Data Analysis Topic 5: •
- Metrics-Driven Decision Making in QA Topic 6: •
- Group discussion and case study review Reflection & Review: •

## Day 5: Advanced QA Strategies & Course Wrap-up

- Ensuring Software Reliability Through QA Topic 1: •
- End-to-End Testing in Software Development Topic 2: •
- Strategies for IT QA Process Optimization Topic 3: •
- Advanced Risk-Based Testing Techniques Topic 4: •
- Effective Bug Tracking and Reporting Topic 5: •
- IT Governance and Continuous Improvement Topic 6: •
- Final review and action plan for implementation Reflection & Review: •

## FAQ

- What specific qualifications or prerequisites are needed for participants before enrolling in the course? •

This course is designed for IT professionals with a basic understanding of software development or IT governance. Prior experience in software testing is beneficial but not mandatory.

How long is each day's session, and is there a total number of hours required for the •  
entire course?

Each day's session is structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans five days, approximately 20-25 hours of instruction.

What are the key benefits of learning IT Quality Assurance in today's digital landscape? •

With the increasing complexity of software applications and regulatory compliance requirements, IT QA ensures software reliability, enhances security, and minimizes risks in IT projects. This course equips participants with the latest methodologies in risk-based testing, performance optimization, and compliance standards in IT QA.

## How This Course is Different from Other IT Quality Assurance Courses

The course stands out due to its practical, hands-on approach integrating real-world case studies, advanced risk management methodologies, and data-driven QA decision-making. Unlike generic QA courses, this program focuses on risk-based testing, continuous improvement in IT QA, and quality assurance for enterprise software development.

Participants will gain exposure to root cause analysis in software testing, agile and IT quality assurance practices, and IT QA metrics-driven strategies that can be directly applied to their workplace. This training ensures professionals are well-prepared to address common challenges in software testing, optimize regression testing in IT, and implement end-to-end testing in software development.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيرياني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



**AGILE LEADERS**  
Training Center

## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنجار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترال - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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