

## COURSE OUTLINE

# IT Asset Management (ITAM) Foundation

**Duration:** 2 Days

### Course Description:

IT Asset Management (ITAM) is one of the most important elements for any business strategy. IT Asset Management will improve your business' cost control and risk reduction while increasing business value with IT Assets. These IT Assets include all aspects of hardware and software used within your organization. You will walk away from this training course understanding the purpose of IT Asset Management (ITAM) and how it will benefit your organization. This even includes licensing complexities related to IT operations in terms of software and hardware updates and acquisitions.

### Target Audience:

IT Asset Management (ITAM) Foundation training course is intended for all key personnel in the organization involved in the IT lifecycle. Whilst this certification has an IT focus, it has been specifically designed for non-IT personnel in mind. Specific roles/responsibilities could include (but are not limited to): Overall Management, IT Manager, Procurement Manager, Financial Manager, IT Operations Manager, Project Manager, Process Manager, Contract Manager, Risk Manager, Business Continuity Manager, and Security Manager.

### Prerequisites:

Even though our IT Asset Management (ITAM) Foundation training course has an IT focus, it has been specifically designed with non-IT personnel in mind.

### Course Objectives:

IT Asset Management (ITAM) Foundation training course will teach you about the four key ITAM areas and their interaction in relation to contract management, compliance, information security, cost control and IT business value:

- Hardware Asset Management (including Mobile devices)
- Software Asset Management
- Services & Cloud Asset Management
- People and Information Asset Management (including Bring Your Own Device)

### Course Outlines:

#### IT Asset Management (ITAM) Introduction:

- Definition, purposes and objectives
- Why does your organization need ITAM?
- Introduction to the four key areas:
- Hardware Asset Management, Software Asset Management, Services & Cloud Asset Management, People & Information Asset Management
- The IT Asset lifecycle and its impact on your business
- The key roles in ITAM – stakeholders, functions, roles and responsibilities
- Typical business issues and challenges in the ITAM workflow
- Introduction to ITAM best practices, ISO55000 and ITSM

#### Hardware Asset Management (HAM) Introduction:

- The concept, purpose and benefits of HAM
- The HAM lifecycle in your organization from acquisition through to disposal
- Request and approval processes, procurement and lifecycle management, redeployment and disposal management
- The placement of HAM in the ITAM ecosystem
- Mobile device (asset) management aspects of HAM
- The best practices of HAM (ISO and ITSM)
- The tool reflections of HAM

#### Software Asset Management (SAM) Introduction:

- Definition and objectives
- SAM best practices and framework
- The business value of SAM
- SAM from request to acquisition through to disposal
- Key roles and stakeholders in a SAM program
- The placement of SAM in the ITAM ecosystem
- The concept of compliance
- The risks/costs related to software audits
- Organizational pitfalls and challenges in the SAM process
- IT Service Management and ISO19770 approach within SAM

#### Services & Cloud Asset Management Introduction:

- The concept of services and cloud services
- The costs, challenges and benefits associated with Services and Cloud services
- Definition and objectives within Services and Cloud Asset Management (SEAM)
- The contractual issues with assets in SEAM
- The pitfalls and benefits from SEAM
- ITAM best practices in a SEAM context
- The placement of SEAM in the ITAM ecosystem
- Key roles and stakeholders in a SEAM program
- Compliance in a Cloud perspective

#### People & Information Asset Management (PINAM) Introduction:

- Definition and objectives
- How to define Information and People as assets
- Security and risk control (information sharing, employees leaving the organization, loss of mobile devices, access regulations, etc)
- BYOD in a People and Information Management perspective
- How do mobile users use their devices and content? Benefits and pitfalls
- Policy Setting – security policies for content, users and mobile devices

#### IT Asset Management (ITAM) Key Findings & Conclusions:

- The best practices in the ITAM framework
- How to assess and understand the ITAM maturity in your organization
- The interface between the four key ITAM areas (HAM, SAM, SEAM, PINAM)
- Effective communication of your ITAM goals to the key stakeholders in your organization
- ITAM integration with the organizational key business drivers and goals evaluation
- Exam preparation
- IT Asset Management (ITAM) Exam

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