PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Asset Management (ITAM) Foundation	**Course Duration**: 2.0 Days
Exam: Included	**Exam Type**: Classroom Exam
Qualification: ITAMOrg IT Asset Management (ITAM) Foundation Certificate	

Course Syllabus

Our IT Asset Management (ITAM) Foundation training course will cover the following topics:

IT Asset Management (ITAM) Introduction:

- Definition, purposes and objectives
- Why does your organisation 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 organisation 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
- Organisational 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 organisation, 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 organisation
- The interface between the four key ITAM areas (HAM, SAM, SEAM, PINAM)
- Effective communication of your ITAM goals to the key stakeholders in your organisation
- ITAM integration with the organisational key business drivers and goals evaluation
- Exam preparation
- IT Asset Management (ITAM) Exam

Course Overview

Our two-day IT Asset Management (ITAM) Foundation training course will introduce you to the concept of IT Asset Management. It's the perfect training course for anyone new to IT Asset Management (ITAM).

Our IT Asset Management (ITAM) Foundation training course will focus on expanding organisational workflow. This happens by defining the key roles within the IT Asset Management (ITAM) disciplines across financial, contractual, and inventory departments while highlighting the culture changes that ensue for end-users in an IT environment.

Course Learning Outcomes

Our 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)

Audience

Our IT Asset Management (ITAM) Foundation training course is intended for all key personnel in the organisation 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
- Security Manager

Entry-Level Requirements

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.

Recommended Reading

There is no prior course study or knowledge of IT required to take our IT Asset Management (ITAM) Foundation training course.

What's Included

You will be provided with full IT Asset Management (ITAM) Foundation materials including:

- Handouts
- Full Course Materials
- IT Asset Management (ITAM) Foundation Mock Examination
- Official IT Asset Management (ITAM) Foundation Examination

Exam Information

IT Asset Management (ITAM) Foundation Examination:

- Duration: 60 Minutes
- Format: Multiple Choice
- Delivery: Online, Webcam Proctored
- Questions: 40 Questions
- Pass Mark: 65%

The IT Asset Management (ITAM) Foundation examination is an online proctored exam conducted by Van Haren.

What's Next

Our three-day Software Asset Management (SAM) Specialist training course is designed for IT professionals with some understanding of the IT Asset Management area. This may be beneficial to take prior to or after our IT Asset Management (ITAM) Foundation training course.

Our three-day Hardware Asset Manager (HAM) Specialist training course align IT Service Management best practices with HAM best practices. This will help your organisation to implement HAM lifecycle processes and show how IT Service Management can support HAM lifecycle to be in control and support the other Asset types.

Additional Information

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 organisation.

You will walk away from this training course understanding the purpose of IT Asset Management (ITAM) and how it will benefit your organisation. This even includes licensing complexities related to IT operations in terms of software and hardware updates and acquisitions.