PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Hardware Asset Management (HAM) Specialist	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: Hardware Asset Manager (HAM) Specialist Certificate	

Course Syllabus

DAY 1

- Introduction To Course
- Introduction To HAM
- What Is HAM
- Introduction To Key Terminologies
- What Is Hardware
- Who Are The Key Players In HAM
- Key Roles And Responsibilities
- Introduction To SAM Best Practice
- Introduction To ISO55000
- Introduction To IT Service Management
- How To Build A Business Case
- What Is A Business Case
- How To Create The Business Case With A HAM Perspective
- Identify The Stakeholders
- How To Communicate The Business Case And Create Management Commitment

DAY 2

- Tier Level 1 Implementation
- Management And Controls
- Introduction To Tier Processes
- Case Based Introduction To Design And Implement Tier Processes
- Technologies Used At Tier 1
- Considerations And Evaluation Of Tools
- Tier Level 2 Implementation
- Management And Controls
- Introduction To Tier Processes
- Case Based Introduction To Design And Implement Tier Processes
- Technologies Used At Tier 2
- Considerations And Evaluation Of Tools
- Tier Level 2 Implementation Continued
- Tier Level 3 Implementation
- Management And Controls
- Introduction To Tier Processes

- Case Based Introduction To Design And Implement Tier Processes
- Technologies Used At Tier Three
- Considerations And Evaluation Of Tools

DAY 3

- Tier Level 3 Implementation Continued
- Considerations And Evaluation Of Tools
- How To Get Management Commitment
- Exam Preparation
- Examination

Course Overview

Our three-day Hardware Asset Manager (HAM) Specialist training course aligns IT Service Management Best Practices with Hardware Asset Manager (HAM) Best Practices.

You will learn how to implement Hardware Asset Manager (HAM) Lifecycle processes and see how IT Service Management (ITSM) can support the Hardware Asset Manager (HAM) Lifecycle to be in control and support the other asset types.

Our Hardware Asset Manager (HAM) Specialist training course is based on Hardware Asset Manager (HAM) best practices and standardisation. It combines IT Service Management (ITSM) best practice with the Asset Management Standard - ISO55000.

Course Learning Outcomes

The purpose of our Hardware Asset Manager (HAM) Specialist training course is for you to obtain knowledge on best practices and use of Hardware Asset Management in the challenges and variables that Hardware Asset Managers face on an everyday basis. The course is based on a practical approach to strengthening the participants understanding of how ISO 55000 and IT Service Management best practice relates to everyday use of Hardware asset management, Hardware standards, Hardware lifecycle control, control of retirement and disposal and organisational issues that saturate many businesses in today's Asset Management world.

You will learn best practices in Hardware Asset Management, as well as the practicality to understand and accordingly increase the maturity of HAMS by a Tier Based Implementation. You will go through case-based learning to get the knowledge to understand, answer and manage the questions regarding HAM; why something should or should not be done, how to clearly identify goals, and how to quantify success. HAM is a series of business practices that underline the use of hardware within an organisation and frequently assess how Hardware traverses and affects the organisation.

Hardware Asset Management (HAM) is important for every organisation. Hardware Management and control influence the risk on several Asset types such as Software, Cloud & Services Assets and People & Information Assets. For example, when you're not in control of your hardware it is not possible to control your software which can result in non-compliance.

Audience

Our Hardware Asset Manager (HAM) Specialist training course is designed for IT Professionals with little understanding of the IT Asset Management (ITAM) area.

Entry-Level Requirements

The following prerequisites are desired, but not required for our Hardware Asset Manager (HAM) Specialist training course:

- IT Asset Management (ITAM) Certificate
- At least three months of working experience in all phases of Hardware Asset Management
- An understanding of IT Service Management best practice – have participated in ITIL® Foundation V3 or later and a general understanding of IT

Recommended Reading

There is no prereading associated with our Hardware Asset Manager (HAM) Specialist training course.

What's Included

Our Hardware Asset Manager (HAM) Specialist training course includes the following materials:

- Course Manual
- Handouts
- Hardware Asset Manager (HAM) Specialist Mock Examination
- Official Hardware Asset Manager (HAM) Specialist Examination

Exam Information

ITAMOrg Hardware Asset Manager (HAM) Specialist Examination:

- The exam is a one-hour closed-book online multiple-choice test; 40 questions within 60 minutes
- The pass mark is 65%
- The examination will be based on the syllabus retaining to the Hardware Asset Manager (HAM) Specialist course.

Examination questions will be drawn from all topics in the syllabus, and coverage of any given topic can be expected to be in proportion to the amount of time allocated to that topic in the syllabus.

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 Hardware Asset Manager (HAM) Specialist training course.

Additional Information

Our Hardware Asset Manager (HAM) Specialist training course will enable you to understand how to use Hardware Asset Management in the most contributing form to your IT organisation and the business as a whole.