PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Specialist: IT Asset Management (ITAM)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist IT Asset Management (ITAM) Certificate	

Course Syllabus

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will cover the following topics:

1. Understand The Key Concepts Of IT Asset Management (ITAM)

- 1.1. Identify the purpose, PSFs, and value of the IT Asset Management (ITAM) practice.
- 1.2. Apply iterative and interdependent scoping to IT asset types and IT asset register.
- 1.3. Understand the benefits of standard IT assets.
- 1.4. Understand the IT Asset Management (ITAM) relationship with governance, compliance, and policies of the organisation.
- 1.5. Apply an organisation's sustainability objectives to IT Asset Management (ITAM).
- 1.6. Identify the key challenges of IT Asset Management (ITAM).

2. Understand IT Asset Management (ITAM) Value Streams & Processes

- 2.1. Understand the roles and relationships of service value streams, practices, and processes in creation of value.
- 2.2. Identify the value of a common approach to IT asset lifecycle management.
- 2.3. recognise the sustainability aspects of IT asset decommissioning and disposal actions.
- 2.4. Know how to verify, audit, and analyse IT assets.
- 2.6. Understand the critical nature of records and documentation to IT asset lifecycle management.
- 2.7. Know how to integrate IT Asset Management (ITAM) in the organisation's value streams.
- 2.8. Identify the relationship between IT Asset Management (ITAM) and the service configuration management practice.

3. Understand IT Asset Management (ITAM) Roles, Skills & Organisational Solutions

- 3.1. Understand the key skills required for IT Asset Management (ITAM).
- 3.2. Describe the responsibilities of IT Asset Manager, License Manager, IT Asset Owner, IT Asset Custodian and IT Asset Consumer.
- 3.3. Know how to apply the LACMT model to IT Asset Management (ITAM) activities.
- 3.4. Know how to position IT Asset Management (ITAM) within an organisational structure.

4. Understand How Information & Technology Supports & Enables IT Asset Management (ITAM)

- 4.1. Identify the key inputs and outputs of the IT Asset Management (ITAM) practice.
- 4.2. Describe the key IT Asset Management (ITAM) automation tools and their role in the practice.

5. Understand The Role Of Partners & Suppliers In IT Asset Management (ITAM)

- 5.1. Understand the types of service relationships (basic, cooperative, partnership).
- 5.2. Understand the complexity of service relationships.

- 5.3. Describe a consistent approach to IT Asset Management (ITAM) across the organisation's ecosystem.

6. Know How To Develop IT Asset Management (ITAM) Organisational Capabilities

- 6.1. Understand the key concepts of the ITIL® maturity model: capability assessment, capability levels and criteria.
- 6.2. Know how to apply capability criteria to plan IT Asset Management (ITAM) capability development.
- 6.3. Identify key metrics and methods for improving IT Asset Management (ITAM) capabilities.
- 6.4. Apply the key steps of the IT Asset Management (ITAM) capability development.

Course Overview

Our three-day ITIL® 4 Specialist IT Asset Management (ITAM) training course will give you a key understanding of IT Asset Management (ITAM) best practice guidance at all levels.

IT Asset Management (ITAM) supports decision-makers on all things IT assets, including their impact on sustainability.

Course Learning Outcomes

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will explore the key concepts, principles, value and challenges of the IT Asset Management (ITAM) practice.

It will give you best practice guidance at both strategic and operational levels on how to maximise value creation, control costs, manage risks, meet regulatory and contractual requirements, and support decision-making about the purchase, re-use, retirement, and disposal of IT assets including their impact on sustainability.

In addition, the ITIL® Maturity Model is introduced as a tool to help you assess and measure the organisation’s capabilities in service management and identify actions on improvement opportunities to develop IT Asset Management (ITAM) capabilities.

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will enable you to:

- Define IT Asset Management roles, responsibilities, knowledge and skills.
- Plan and manage the full lifecycle of all IT assets.
- Effectively automate IT Asset Management activities.
- Apply IT Asset Management metrics and practice success factors to improve performance.
- Measure, assess and develop IT Asset Management capability by using the ITIL® Maturity Model.

Audience

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course is suitable for the following roles:

- IT Managers
- Procurement Managers
- Financial Managers
- IT Operations Managers
- Project Managers
- Process Managers
- Contract Managers
- Risk Managers
- Business Continuity Managers

- Security Managers

Entry-Level Requirements

The ITIL® 4 Foundation certificate is the prerequisite for our ITIL® 4 Specialist IT Asset Management (ITAM) training course.

Recommended Reading

It might be useful to revise your ITIL® 4 Foundation level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course includes the following materials:

- Pre-reading
- A Full Course Manual
- Quizzes
- Exercises
- ITIL® 4 Specialist IT Asset Management (ITAM) Exam Voucher

Exam Information

The ITIL® 4 Specialist IT Asset Management (ITAM) examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 IT Asset Management (ITAM) publication.

ITIL® 4 Specialist IT Asset Management (ITAM) Examination:

- Questions: 40
- Format: Multiple-Choice
- Duration: 90 Minutes
- Pass Mark: 26 / 40 (65%)
- Materials Allowed: None - Closed Book

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.

- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After you have completed our ITIL® 4 Specialist IT Asset Management (ITAM) training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Business Relationship Management (BRM)

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.

The ITIL® 4 Specialist IT Asset Management (ITAM) module is structured and aligned around the ITIL® Framework and the ITIL® Practice Guides.