

COURSEWARE

ITAMOrg[®] IT Asset Management Foundation

Courseware - English

ITAM rg

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ITAMOrg® IT Asset Management Foundation
Courseware

Colophon

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Author: Jan Oeberg

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The Courseware was created by experts from the industry who served as the author(s) for this publication. The input for the material is based on existing publications and the experience and expertise of the author(s). The material has been revised by trainers who also have experience working with the material. Close attention was also paid to the key learning points to ensure what needs to be mastered.

The objective of the courseware is to provide maximum support to the trainer and to the student, during his or her training. The material has a modular structure and according to the author(s) has the highest success rate should the student opt for examination. The Courseware is also accredited for this reason, wherever applicable.

In order to satisfy the requirements for accreditation the material must meet certain quality standards. The structure, the use of certain terms, diagrams and references are all part of this accreditation. Additionally, the material must be made available to each student in order to obtain full accreditation. To optimally support the trainer and the participant of the training assignments, practice exams and results are provided with the material.

Direct reference to advised literature is also regularly covered in the sheets so that students can find additional information concerning a particular topic. The decision to leave out notes pages from the Courseware was to encourage students to take notes throughout the material.

Although the courseware is complete, the possibility that the trainer deviates from the structure of the sheets or chooses to not refer to all the sheets or commands does exist. The student always has the possibility to cover these topics and go through them on their own time. It is recommended to follow the structure of the courseware and publications for maximum exam preparation.

The courseware and the recommended literature are the perfect combination to learn and understand the theory.

-- Van Haren Publishing

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- Architecture (Enterprise and IT)
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Topics are (per domain):

IT and IT Management

ABC of ICT
ASL®
CATS CM®
CMMI®
COBIT®
e-CF
ISO/IEC 20000
ISO/IEC 27001/27002
ISPL
IT4IT®
IT-CMF™
IT Service CMM
ITIL®
MOF
MSF
SABSA
SAF
SIAM™
TRIM
VeriSM™

Enterprise Architecture

ArchiMate®
GEA®
Novius Architectuur
Methode
TOGAF®

Business Management

BABOK® Guide
BiSL® and BiSL® Next
BRMBOK™
BTF
EFQM
eSCM
IACCM
ISA-95
ISO 9000/9001
OPBOK
SixSigma
SOX
SqEME®

Project Management

A4-Projectmanagement
DSDM/Atern
ICB / NCB
ISO 21500
MINCE®
M_o_R®
MSP®
P3O®
PMBOK® Guide
Praxis®
PRINCE2®

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Self-Reflection of understanding Diagram

‘What you do not measure, you cannot control.’ – Tom Peters

Fill in this diagram to self-evaluate your understanding of the material. This is an evaluation of how well you know the material and how well you understand it. In order to pass the exam successfully you should be aiming to reach the higher end of Level 3. If you really want to become a pro, then you should be aiming for Level 4. Your overall level of understanding will naturally follow the learning curve. So, it’s important to keep track of where you are at each point of the training and address any areas of difficulty.

Based on where you are within the Self-Reflection of Understanding diagram you can evaluate the progress of your own training.

<i>Level of Understanding</i>	<i>Before Training (Pre-knowledge)</i>	<i>Training Part 1 (1st Half)</i>	<i>Training Part 2 (2nd Half)</i>	<i>After studying / reading the book</i>	<i>After exercises and the Practice exam</i>
<i>Level 4 I can explain the content and apply it .</i>					
<i>Level 3 I get it! I am right where I am supposed to be.</i>					<i>Ready for the exam!</i>
<i>Level 2 I almost have it but could use more practice.</i>					
<i>Level 1 I am learning but don't quite get it yet.</i>					

(Self-Reflection of Understanding Diagram)

Write down the problem areas that you are still having difficulty with so that you can consolidate them yourself, or with your trainer. After you have had a look at these, then you should evaluate to see if you now have a better understanding of where you actually are on the learning curve.

Troubleshooting

Problem areas:

Topic:

Part 1

Part 2

You have gone through the book and studied.

You have answered the questions and done the practice exam.

INDICATIVE AGENDA OF COURSE

This agenda is indicative only for students in IT Asset Management Foundation course. The agenda shows what is expected to be reviewed during a day. Times are flexible as teaching is dynamic and there must be room and opportunity for questions and talk that may be expected to occur as part of an ITAM Foundation course.

Day 1	Start	End
Introduction to IT Asset Management	09:00	11:00
Hardware Asset Management	11:00	12:00
Lunch	12:00	12:45
Hardware Asset Management cont.	12:45	14:00
Break	14:00	14:15
Software Asset Management	14:15	16:30
Key findings and questions	16:30	17:00

Day 2	Start	End
Services and Cloud Asset Management	09:00	11:15
People and information Asset Management (cont.)	11:15	12:15
Lunch	12:15	13:00
People and information Asset Management (cont.)	13:00	14:15
Break	14:15	14:30
IT Asset Management Interfaces	14:30	15:00
Exam preparation	15:00	15:15
Break	15:15	15:30
Exam	15.30	16.30

Unit 1 – Introduction to IT Asset Management



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IT Asset Management

Release 1.0

General Information

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Learning Objectives

At the end of this course, you will have gained the knowledge and skills to:

- Understand the basic ITAM disciplines, concepts and definitions
- Understand the ITAM issues and challenges
- Understand how they can benefit your organisation - from a *financial, IT service and end user* point of view
- Understand the 4 key areas and how they relate
- Understand the workflow and the key roles in the management of your IT assets
- Relate the ITAM work frame to your organisational key business drivers

Introductions

We would like to get to know you. Please share with the class:

- Your name
- Your profession
- Your role
- Your background in IT
- Your experience with Asset Management
- Why are you here
- What you expect to learn over the next 2 days

Agenda

ITAM  **IT Asset Management introduction** ITAM Foundation
GIVING YOU THE KNOWLEDGE TO PERFORM **Course agenda**

DAY 1	Start Time	End Time
Introduction to IT Asset Management	09:00	11:00
Hardware Asset Management	11:00	12:00
Lunch	12:00	12:45
Hardware Asset Management cont.	12:45	14:00
Break	14:00	14:15
Software Asset Management	14:15	16:30
Key findings and questions	16:30	17:00

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Without examination

DAY 2	Start Time	End Time
Services and Cloud Asset Management	09:00	11:15
People and information Asset Management	11:15	12:15
Lunch	12:15	13:00
People and information Asset Management (cont.)	13:00	14:15
Break	14:15	14:30
IT Asset Management Interfaces	14:30	15:00

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Break	14:15	14:30
IT Asset Management Interfaces	14:30	15:00
Exam preparation	15:00	15:15
Break	15:15	15:30
Exam	15.30	16.30

Get more Information

ISO19770 (Standard for IT Asset Management)

[Www.iso19770.org](http://www.iso19770.org)

ITIL4 – ITAM practices

<https://www.axelos.com/welcome-to-itil-4>

ITAM News and fees

www.itamchannel.com

ITAMOrg memberships and activities

www.itamorg.com

ITAM definitions



ITAM Foundation

IT Asset Management Definitions

Release 1.0

Unit 1

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What is IT Asset Management?

- "ITAM", "Information Technology Asset Management"
- **IT assets** are all aspects of Technologies (software; hardware; People; information; Contracts; Services) used in a business
- **ITAM** is a set of business practices aligning financial, contractual and inventory areas to support the strategic decisions for the IT environment. Focus areas are:
 - Financial management of IT assets
 - Improved efficiency of current resources
 - Risk reduction and security
 - Compliance
 - Increased company-wide understanding of the IT business value and strategy

IT asset management (ITAM) is defined by a set of business principles that link technology and business strategy together.

Assets include all elements of software and hardware in the business environment, e.g. software contracts are viewed as a financial asset.

The purpose of ITAM includes improved efficiency, reduced waste, optimal use of the IT resources

ITAM is the strategic management of IT assets throughout their lifecycles:



The lifecycle from planning to disposal/or redistribution of hardware and software (licenses).

A successful ITAM program starts with planning and analysis of the organisational needs. E.g. Required IT assets to support sales, production, management etc. Documentation of the assets in-house and awareness of redistribution potentials instead of disposal. How to avoid unnecessary asset purchases and under or over-licensing?