COURSEWARE

ITAMOrg® IT Asset Management Foundation

Courseware - English



GIVING YOUTHE KNOWLEDGE TO PERFORM



ITAMOrg® IT Asset Management Foundation Courseware

Colophon

Title: IT Asset Management Foundation Courseware

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Publisher: Van Haren Publishing, 's-Hertogenbosch

ISBN Hard Copy: 978 94 018 0698 5

Edition: First edition, first print, September 2020

Design: Van Haren Publishing, 's-Hertogenbosch

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Publisher about the Courseware

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.

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Other publications by Van Haren Publishing

Van Haren Publishing (VHP) specializes in titles on Best Practices, methods and standards within four domains:

- IT and IT Management
- Architecture (Enterprise and IT)
- Business Management and
- Project Management

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Topics are (per domain):

IT and IT Management	Enterprise Architecture	Project Management
ABC of ICT	ArchiMate®	A4-Projectmanagement
ASL®	GEA®	DSDM/Atern
CATS CM®	Novius Architectuur	ICB / NCB
CMMI [®]	Methode	ISO 21500
COBIT [®]	TOGAF [®]	MINCE®
e-CF		M_o_R®
ISO/IEC 20000	Business Management	MSP®
ISO/IEC 27001/27002	BABOK® Guide	P3O®
ISPL	BiSL® and BiSL® Next	PMBOK® Guide
IT4IT®	$BRMBOK^{TM}$	Praxis®
$IT\text{-}CMF^{\text{tm}}$	BTF	PRINCE2®
IT Service CMM	EFQM	
$ITIL^{*}$	eSCM	
MOF	IACCM	
MSF	ISA-95	
SABSA	ISO 9000/9001	
SAF	OPBOK	
$SIAM^{TM}$	SixSigma	
TRIM	SOX	
VeriSM TM	SqEME*	

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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.

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

(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.		
_		

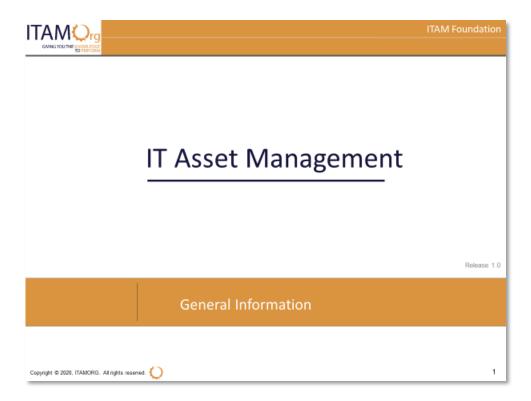
INDICATIVE AGENDA OF COURSE

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



Learning Objectives



TAM Foundation

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

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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

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Agenda



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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DAY 2	Start Time	End Time
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

Get more Information

ISO19770 (Standard for IT Asset Management)

Www.iso19770.org

ITIL4 – ITAM practices

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

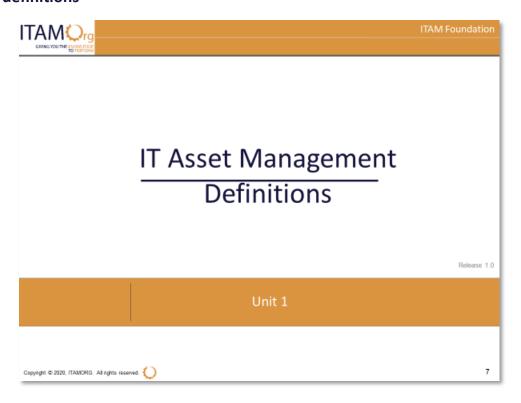
ITAM News and fees

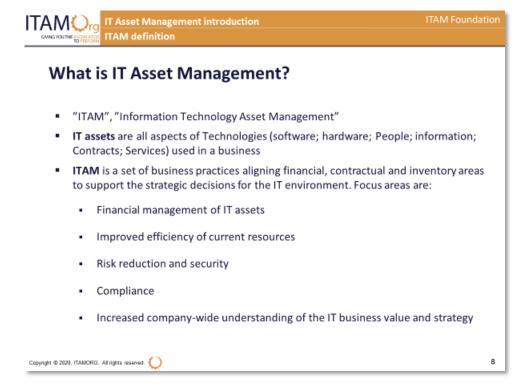
www.itamchannel.com

ITAMOrg memberships and activities

www.itamorg.com

ITAM definitions



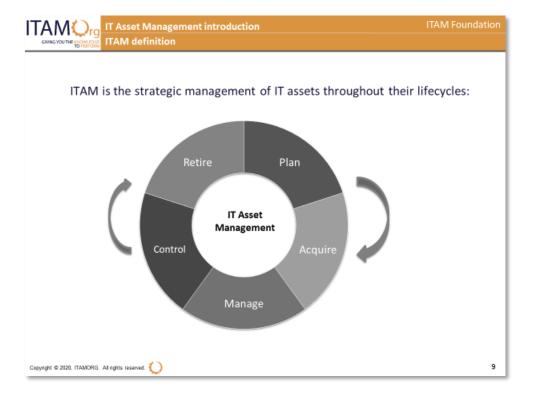


IT asset management (ITAM) is defined by a set of business principles that link technology and business strategy together.

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

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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 inhouse and awareness of redistribution potentials instead of disposal. How to avoid unnecessary asset purchases and under or over-licensing?