

COURSEWARE

ITAMOrg[®] Hardware Asset Management Specialist Courseware

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GIVING YOU THE KNOWLEDGE TO PERFORM

ITAMOrg® Hardware Asset Management Specialist
Courseware

Colophon

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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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Topics are (per domain):

IT and IT Management

ABC of ICT
ASL®
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ISO/IEC 20000
ISO/IEC 27001/27002
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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 Hardware Asset Management practitioner 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 HAM course.

Day 1	Start	End
Introduction to course	09:00	09:45
Key concept of HAM	09.45	10.30
Break	10.30	10.45
Key Concept of HAM cont.	10.45	12.00
Lunch	12.00	12.45
Key Concept of HAM cont.	12.45	13.30
HAM Principals	13:30	14:45
Break	14.45	15.00
HAM Principals cont.	15:00	17:00

Day 2	Start	End
Introduction to day 2 HAM course	09:00	09.15
HAM practices	09.15	10.15
Break	10.15	10.30
HAM implementation Tier 1 practices	10.30	12.00
Lunch	12.00	12.45
HAM implementation Tier 1 practices cont.	12.45	14.00
Break	14.00	14.15
HAM implementation Tier 2 practices cont.	14:15	17.00

Day 3	Start	End
Introduction to day 3 HAM course	09:00	09.15
HAM implementation Tier 3 practices	09.15	10.30
Break	10.30	10.45
HAM implementation Tier 3 practices cont.	10.45	12.00
Lunch	12.00	12.45
QA HAM course	12.45	13.15
EXAM preparation and Moch Exam	13.15	14.30
Break	14.30	14.45
Preparation and examination	14.45	16.00

Welcome



Safety



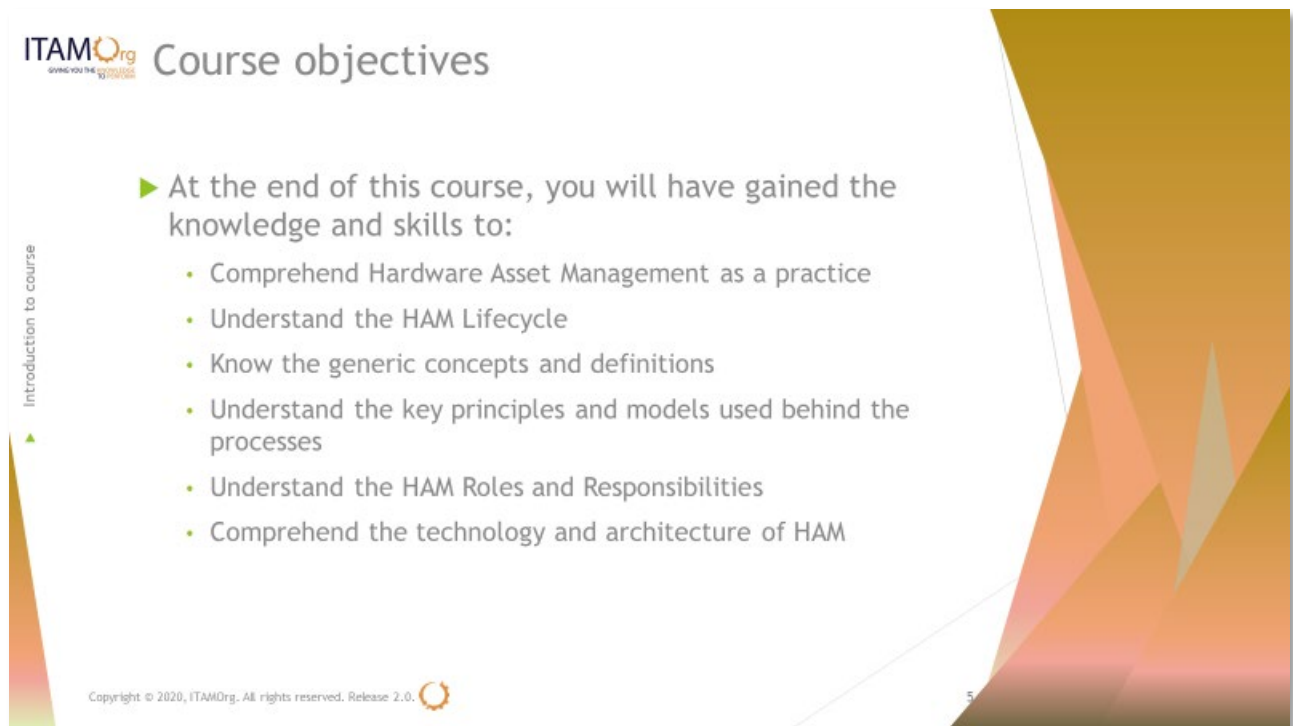
Involvement



Present yourself



Course objectives

A presentation slide titled "ITAM Course objectives". The slide features a white background with a decorative orange and yellow geometric pattern on the right side. The ITAM logo is in the top left corner. The main content is a list of objectives, starting with a large right-pointing triangle followed by the text "At the end of this course, you will have gained the knowledge and skills to:". Below this is a bulleted list of seven items. A vertical sidebar on the left contains the text "Introduction to course" with a small green triangle pointing to the slide. At the bottom left, there is a copyright notice: "Copyright © 2020, ITAMOrg. All rights reserved. Release 2.0." followed by a small orange gear icon. The number "5" is visible in the bottom right corner of the slide.

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IMPROVING THE EFFICIENCY OF YOUR IT

Course objectives

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

- Comprehend Hardware Asset Management as a practice
- Understand the HAM Lifecycle
- Know the generic concepts and definitions
- Understand the key principles and models used behind the processes
- Understand the HAM Roles and Responsibilities
- Comprehend the technology and architecture of HAM

Introduction to course

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Challenges

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Introduction to course

Typical challenges

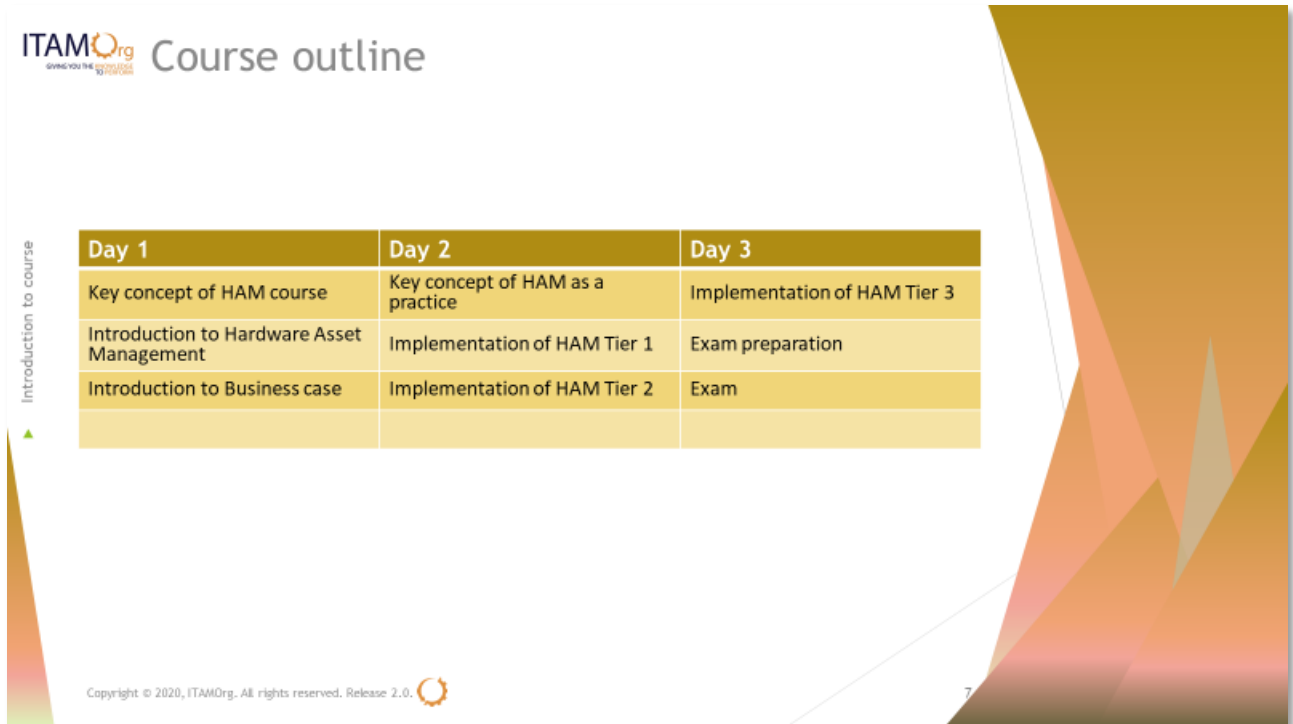
- Business is dependent on IT
- Business is under pressure - financial/competition/customers
- IT infrastructure is becoming more complex
- Hardware is the gatekeeper for Cybercrime
- Agile development of hardware
- Keep hardware under control in a mobile world
- Disposal/re-use of hardware

Do you recognize any of the above?

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Outline



The slide features the ITAM logo (ITAM.org) and the text 'Course outline'. A table is presented with three columns: Day 1, Day 2, and Day 3. The table content is as follows:

Day 1	Day 2	Day 3
Key concept of HAM course	Key concept of HAM as a practice	Implementation of HAM Tier 3
Introduction to Hardware Asset Management	Implementation of HAM Tier 1	Exam preparation
Introduction to Business case	Implementation of HAM Tier 2	Exam

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