

ITAM Foundations Course Syllabus



Course Summary

The ITAM Foundations Course with optional Certified Asset Management Professional (CAMP) Certification is designed to impart an extensive overview of IT Asset Management (ITAM) best practices and processes as well as ways to embrace multiple organizational frameworks such as ITAM and IT Service Management (ITSM).

The ITAM Foundations Course presents the prime elements of an ITAM program along with recommended best practices for program implementation and executive buy-in. As part of this overview, the Key Process Areas are identified, the benefits and ways in which to market the ITAM program internally acknowledged, along with the roles and responsibilities of those impacted by or interfacing with the ITAM team. By understanding the program and the benefits it delivers, the student can apply that knowledge and extend it into other areas to gain a basic understanding of the interrelationships between the business disciplines. One such discipline is the relationship between ITAM and IT Service Management (ITSM). Two outwardly different disciplines; ITAM and ITSM, though each is unique, similarity in their objectives exists. To start with, both offer valuable data to the other's program. The ITAM Foundations course will offer the student clarity surrounding this oftentimes cloudy topic.

In this course, students will learn from the international standard in best practices for IT Asset Management which originated from IAITAMs Best Practice Library., the importance of ITAM and how the program builds a foundation of savings, control and measurable value to the organization.

IT Asset Management is the defined set of business practices that support the use of IT assets within an organization and frequently involves new aspects of how and why IT traverses the organization. ITAM is now considered mandatory by many organizations that view their Asset Managers as important contributors to the overall organizational goals such as reducing risk, increasing accountability, uncovering savings, as well as gaining and maintaining IT control. To be considered truly successful, Asset Managers must learn not only what comprises the successful business practices of Asset Management, but must also learn how to groom those business practices to best meet the specific needs of their organization.

Real World Asset Management

The ITAM Foundations course and subsequent Certified Asset Management Professional (CAMP) test represents the culmination of ever-growing field of Asset Management. It is critical for all interfacing with the ITAM team regardless of employee status or outside resource to understand the importance of ITAM to the organization. Technological change is universal and the influences are not emanating from the conventional IT department. The ITAM needs to understand their role and be able to effectively communicate its importance to the organization, maintain control and add value without curbing innovation.

The student will learn the importance of Asset Management in today's dynamic ITAM environment. Never before has it been so important that there be certified individuals within an organization whose training is devoted specifically to Asset Management providing the needed focus to achieve the long-term value and benefits derived from that knowledge. It all begins here with the ITAM Foundations course of instruction and CAMP certification designed to be a stellar enhancement to any ITAM program.

The ITAM Foundations Course and CAMP certification was originally developed by professional Asset Managers to codify a number of existing IAITAM professional development programs. The Certification as an Asset Management Professional (CAMP) as produced by IAITAM has evolved to accommodate the changes in the profession, and will undeniably add notable credibility to any organizational IT Asset Management Program.

The ITAM Foundations course of instruction is designed to guide individuals within the profession to gain a firm understanding of the importance of the ITAM program; it will have an effect on every aspect of current and future organizational endeavors.

This interactive course of instruction will allow ITAM professionals and other related roles to review existing organizational infrastructure to effectively enhance any Asset Management program – one that meets global expectations.

ITAM Foundations, as with all of IAITAM's courses, convey the same primary goal of educating ITAM professionals in effective asset management, automation and centralization. When all is combined, this understanding will equate to a higher return on investment (ROI), compliance risk mitigation and increased overall productivity. Course topics include:

- What Is A Certified Asset Management Professional
- Introduction To IAITAM's Best Practices And Program Management
- Core Functional Areas
- Key Process Areas
- KPA Indicators
- ITAM And ITSM: Embracing Two Organizational Frameworks
- ITAM Best Practice Model
- ITAM Roles & Responsibilities

Two methods of instruction offered:

Instructor led (in person) – Class room; various locations. Conducted in 2 full day sessions

Interactive (live) online instruction – Conducted in either 2 full day sessions or 4 half day sessions.

Armed with ITAM Foundations Tools of Learning

This course exposes the student to numerous concepts for ITAM that are relevant for both a direct application and as a valuable means of discussion for those persons who will implement, manage and direct ITAM activities for their organizations. All of this is focused on Asset Management as the primary knowledge sought by the student. The ITAM Foundations course consists of the following components:

- ITAM Foundations Course Manual
- ITAM Foundations Course Presentation Slide Book
- Interaction With Instructor/Student During the Instruction Period

Who Should Attend

The ITAM Foundations course and subsequent CAMP certification in either mode of instruction is designed for those individuals with minimal experience in the field of IT Asset Management. This course is an essential learning tool for those beginning their educational journey in Asset Managers and others involved in supporting asset management, resource budgeting, finance, software licensing, contract management, strategic planners, and IT service delivery. Although there are no prerequisites to this course, some the organization's operations is recommended. A CAMP certification test is available upon completion of the course for those who wish to become certified.

2 day Course Schedule (8 hours each day):

Day 1 – Introductions, ITAM Code of Ethics, Overview of the ITAM Program, ITAM Key Process Areas, Communication and Education, Policies and Procedures, Core Functional Areas, Key Process Areas and Question from Day 1 Instruction,

Day 2 – Question and Answer Period. KPA Indicators, ITAM and ITASM: Embracing Two Organizational Frameworks, ITAM Best Practice Model, Roles and Responsibilities
Question and answer Period Before end of Class.

4 day Course Schedule:

Day 1 – Introductions, ITAM Code of Ethics, Overview of the ITAM Program, ITAM Key Process Areas, Communication and Education, Policies and Procedures

Day 2 – Previous Day Review Period, Questions. Core Functional Areas, Key Process Areas

Day 3 – Previous Day Review Period, Questions. KPA Indicators, ITAM and ITASM: Embracing Two Organizational Frameworks

Day 4 – Previous Day Review Period, Questions. ITAM Best Practice Model, Roles and Responsibilities

Learning Objectives:

Through the successful completion of this course students will be able to:

- Maintain visibility into IT asset processes and understand the controls for assets lifecycle management to uncover more savings and value
- Develop, implement and promote policies, processes and procedures for ITAM program
- Ensure that all parties understand and adhere to legal requirements for using IT assets
- Provide strategic direction to the creation and maintenance of an effective Vendor Management program
- Empower and support all assigned Asset Management personnel
- Build and nurture productive relationships with all other business units, both those that have interaction with the IT business functions and those that are customers
- Encourage and maintain executive management support for all IT related endeavors
- Provide employee awareness of Asset Management
- Thought leadership between ITAM and ITSM disciplines
- Conduct responsibilities and tasks in support of the CITAM

Learning Outcomes:

This course reviews the responsibilities involved in understanding and supporting an organization's asset management and analyzes the operational knowledge, and competence required for this role. Included are methods for identifying and uncovering numerous opportunities to increase the organization's bottom line.