



BCS Foundation Certificate in Software Asset Management Essentials Syllabus

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This qualification is not regulated by the following United Kingdom Regulators - Ofqual, Qualification in Wales, CCEA or SQA

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Introduction	4
Objectives	4
Specific Learning Objectives	4
Target Audience.....	4
Course Format and Duration.....	5
Eligibility for the Examination	5
Format of the Examination	5
Additional time	5
For candidates requiring reasonable adjustments	5
For candidates whose language is not the language of the examination	5
Excerpts from BCS books	6
Guidelines for Accredited Training Organisations.....	6
Use of Calculators.....	6
Syllabus	7
1. Introduction – 15% (K2)	7
2. The Business Case for SAM – 10% (K2)	7
3. SAM roles and responsibilities – 10% (K2)	8
4. The SAM Processes – 25% (K2)	8
5. Implementation of SAM – 15% (K2)	8
6. Tools and Techniques – 10% (K3)	9
7. Reporting – 5% (K3)	9
8. Interfaces and Dependencies – 10% (K2)	9
Levels of Knowledge / SFIA Levels	10
Format of Examination	10
Trainer Criteria	11
Classroom Size.....	11
Recommended Reading List.....	12

Change History

Any changes made to the syllabus shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and changes made. The purpose is to identify quickly what changes have been made.

Version Number and Date	Changes Made
Version 4.6 March 2017	Standardised New Template Format adopted, with revised ToC. No material change to syllabus content. K levels checked
Version 4.5 December 2016	Strapline regarding regulated statement has been added
Version 4.4 December 2015	Removed reference to on-line delivery organisations
Version 4.3 March 2015	Updated language requirements for additional time and use of dictionaries
Version 4.2 November 2012	Trainer requirements added which show minimum pass rate
Version 4.1 June 2013	Learning objectives updated. Minor update to Introduction
Version 4.0	Reading list added to syllabus
Version 3.0	Document control sheet updated. Reference to BCS replaced with BCS throughout document. Learning hours added. No change to content of syllabus
Version 2.0	Re-formatted based on new branding guidelines – no change to content

Introduction

This Foundation qualification covers the Software Asset Management (SAM) processes as described in the IT Infrastructure Library (ITIL®) Guide to Software Asset Management. The qualification also covers the interdependencies between IT Service Management principles and SAM.

Approved Training Organisations (ATOs) are selected and verified on their ability to provide a course that will give candidates the necessary training for the entire syllabus.

Objectives

This course provides candidates with an understanding of the principles of, and practical experience of using, industry best practice involved in Software Asset Management (SAM)

Specific Learning Objectives

Holders of the BCS Foundation Certificate in SAM Essentials will be able to demonstrate their competence in, and their ability to:

- Describe the objectives and major activities required to implement SAM within an organisation
- Explain and use SAM techniques and processes
- Be aware of the support tools and techniques available for the implementation of SAM and be able to indicate how possible improvements can be made
- Manage software assets through the stages of their lifecycle
- Prepare and distribute SAM reports and plans throughout the organisation.
- Understand and explain the interdependencies between SAM and other IT and Service Management processes
- Make more efficient use of software licenses within an organisation and define, produce and analyse measurements and metrics
- Assist organisations develop effective SAM processes in line with evolving SAM standards
- Justify and sell the benefits of a SAM initiative.
- Understand the impact of software ownership, legal risks and non-compliance

Target Audience

This qualification is targeted at anyone within IT who has 1-2 years' experience and be involved in the management or procurement of software who wants to gain knowledge in this the Software Asset Management area.

Course Format and Duration

Candidates can study for this certificate in two ways: by attending training courses provided by an Accredited Training Organisation or by self-study. An accredited training course will require a minimum of 18 hours of study run over a minimum of three days.

The course can be delivered a number of different ways from traditional class-room based training to online e-learning.

Eligibility for the Examination

There are no formal entry requirements for accredited courses, but it is recommended that all candidates attend an approved training course run by an [Accredited Training Organisation](#).

Candidates should also have a good awareness of IT Service Management terminology and concepts. Candidates may be in a stronger position to take the examination if they already hold the Foundation Certificate in IT Service Management.

Format of the Examination

- 60 minute 'closed book'
- 40 multiple choice questions
- Pass mark is 26/40 (65%)

The examination will be based on the syllabus in this document. Examination questions will be drawn from all topics in the syllabus, and coverage of any given topic can be expected to be in proportion to the amount of time allocated to that topic in the syllabus.

Additional time

For candidates requiring reasonable adjustments

Please refer to the [reasonable adjustments policy](#) for detailed information on how and when to apply.

For candidates whose language is not the language of the examination

If the examination is taken in a language that is not the candidate's native/official language, candidates are entitled to:

www.koenig-solutions.com/bcs-software-asset-management-training

Info@koenig-solutions.com

- 25% extra time
- Use their own **paper** language dictionary (whose purpose is translation between the examination language and another national language) during the examination
Electronic versions of dictionaries will **not** be allowed into the examination room

Excerpts from BCS books

Accredited Training Organisations may include excerpts from BCS books in the course materials. If you wish to use excerpts from the books you will need a license from BCS to do this. If you are interested in taking out a licence to use BCS published material, you should contact the Head of Publishing at BCS outlining the material you wish to copy and the use to which it will be put.

Guidelines for Accredited Training Organisations

Each major subject heading in this syllabus is assigned an allocated time. The purpose of this is two-fold: first, to give both guidance on the relative proportion of time to be allocated to each section of an accredited course and an approximate minimum time for the teaching of each section; second, to guide the proportion of questions in the exam. Accredited Training Organisations may spend more time than is indicated and candidates may spend more time again in reading and research. Courses do not have to follow the same order as the syllabus. Courses may be run as a single module or broken down into two or three smaller modules.

Note that specific laws and legal issues relating to the country(s) within which a training provider operates may be mentioned as examples and included in course material, but the examination will only test the principles

This syllabus is structured into sections relating to major subject headings and numbered with a single digit section number. Each section is allocated a minimum contact time for presentation.

Use of Calculators

No calculators or mobile technology will be allowed.

Syllabus

For each top-level area of the syllabus a percentage and K level is identified. The percentage is the exam coverage of that area, and the K level identifies the maximum level of knowledge that may be examined for that area.

1. Introduction – 15% (K2)

Provides an introduction to SAM, SAM principles and the impact of SAM on organisations using it.

On completion of the course the candidate should be able to:

- Understand the activities involved in SAM
- Understand the development and evolution of SAM
- Describe the need for SAM and explain the principles involved
- Draw up a plan of approach to the implementation of SAM
- Understand the potential benefits, costs and problems associated with software and its usage
- Describe the organisational risks associated with software and its usage.
- Describe and explain the special characteristics of software assets and software licenses, including legal situations, counterfeit software, software vendor activities and software compliance.
- Review SAM processes, identifying potential areas of weakness
- Describe and explain the software supply chain and the role of the organisations involved
- Understand other software industry players including Standards (ISO/IEC 19770), anti-piracy organisations and SAM Partners

2. The Business Case for SAM – 10% (K2)

Describes the steps involved and the issues involved in preparing a business case for the introduction of SAM within an organisation.

On completion of the course the candidate should be able to:

- Describe and explain the need for SAM and the considerations and the content of a SAM business case
- Obtain the appropriate information from the business and IT required to produce a SAM business case
- Assist with the production of a SAM business case

3. SAM roles and responsibilities – 10% (K2)

Explains the roles and organisational responsibilities involved in the SAM processes.

On completion of the course the candidate should be able to:

- Describe and explain the roles, responsibilities and accountability of the SAM processes and information
- Explain the need for defining and agreeing roles and responsibilities
- Explain the organisational factors that need to be considered when defining roles and responsibilities
- Understand the responsibilities required to carry out specific roles, e.g. audit, reconciliation work and contract management.

4. The SAM Processes – 25% (K2)

Explains the SAM process framework and the scope and content of the processes involved within the framework.

On completion of the course the candidate should be able to:

- Describe and explain the overall SAM process framework
- Describe and explain the stages in the lifecycle of software assets
- Describe and explain the SAM processes groups and processes contained within the framework and their content
- Describe and explain the policies and procedures required and their content

5. Implementation of SAM – 15% (K2)

Describes and explains the stages involved in the implementation of SAM within an organisation.

On completion of the course the candidate should be able to:

- Explain and justify the stages and activities involved in the implementation of SAM within an organisation
- Justify and initiate the implementation of SAM within an organisation
- Develop an outline plan for the implementation of SAM within an organisation
- Understand the different resource requirements between project and business as usual activities.

6. Tools and Techniques – 10% (K3)

Covers the awareness, knowledge and use of SAM tools and techniques to support SAM processes.

On completion of the course the candidate should be able to:

- Explain the types of SAM tools and their usage within the SAM processes
- Define and evaluate criteria for choosing appropriate support tools.
- Justify, select and procure the appropriate SAM support tools and techniques
- Manage and maintain SAM information

7. Reporting – 5% (K3)

The identification and preparation of SAM reports for distribution throughout the organisation as appropriate and the instigation of process improvements.

On completion of the course the candidate should be able to:

- Identify the SAM related reports required throughout the organisation
- Produce regular and ad-hoc SAM reports and circulate these as required
- Define and report on the measurements, metrics and Key Performance Indicators (KPIs) of SAM
- Analyse reports and take appropriate action, including the instigation of process improvements

8. Interfaces and Dependencies – 10% (K2)

The appreciation and understanding of the interfaces and dependencies SAM has with other IT and Service Management processes.

On completion of the course the candidate should be able to:

- Identify and understand the interfaces that SAM has with other IT and Service Management processes
- Define and describe the dependencies of other IT and Service Management processes on SAM processes and information
- Define and document the dependencies of SAM on other Service Management processes and information

Levels of Knowledge / SFIA Levels

This course will provide candidates with the levels of difficulty / knowledge skill highlighted within the following table, enabling them to develop the skills to operate at the levels of responsibility indicated. The levels of knowledge and SFIA levels are explained in on the website www.bcs.org/levels.

The levels of knowledge will also enable candidates to develop the following levels of skill to be able to operate at the following levels of responsibility (as defined within the SFIA framework) within their workplace:

Level	Levels of Knowledge	Levels of Skill and Responsibility (SFIA)
K7		Set strategy, inspire and mobilise
K6	Evaluate	Initiate and influence
K5	Synthesise	Ensure and advise
K4	Analyse	Enable
K3	Apply	Apply
K2	Understand	Assist
K1	Remember	Follow

Format of Examination

Type	40 Multiple Choice Questions
Duration	60 minutes. Candidates are entitled to an additional 15 minutes if they are sitting an examination in a language that is not their native/official language.
Pre-requisites	Accredited training is strongly recommended but is not a pre-requisite.
Supervised	Yes
Open Book	No (No reading materials allowed into the examination room)
Pass Mark	26/40 (65%)
Calculators	Calculators are not allowed during this examination
Learning Hours	18 Hours
Delivery	Paper based examination via a BCS Accredited Training Organisation.

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