ITAM (IT Asset Management)

Overview
IT Asset Management (ITAM) is "a set of business practices that incorporates IT assets across the business units within the organization. It joins the financial, inventory, contractual and risk management responsibilities to manage the overall life cycle of these assets including tactical and strategic decision making". Assets include all elements of software and hardware that are found in the business environment.

Who should attend

The 2 days ITAM Course is designed for those individuals with minimal to no experience in the field of IT Asset Management.

It is essential learning for beginning IT Asset Managers and other IT professionals involved in asset management, resource budgeting, finance, software licensing, contract management and strategic planning.

DAY 1

Introduction to IAITAM
Instructor Introduction
Student introductions
ITAM Code of Ethics
Description of a Assets
Overview of the ITAM Program
IAITAM Key Process Areas
Communication and Education
Case Studies
Team Exercises
Q&A

IT Hardware Asset Management
  Hardware Request
  Procurement
  Installation of company image/software
  Deployment
  Use
  (Any problems?
   Needs upgrading?
   Accidental damage)
  Storage/Not in use
  End of warranty or maintenance
  Retirement
  Disposal

DAY 2

IT Software Asset Management
  What is SAM
  Importance of SAM in Modern Business
  Core SAM Processes
  Implementing SAM
  Building Business Justification case for SAM
  SAM and Software Licensing

Case Studies
Team Exercises
Q&A

SEAM (Service and Cloud Management)
PINAM (People and Information Asset Mgmt)
ITAM Interfaces
ITAM Benefits
ITAM Best Practices
Tools Used: Fresh Service, Manage Engine, Service Now
Case Studies
Team Exercises
Q&A