

Certified IT Asset Manager (CITAM)

Course Outline

Topics covered include:

- IAITAM and the Mission
- ITAM Code of Ethics
- Defining Primary Roles in an ITAM Program
- IAITAM's 12 KPAs
- Relationships, Dependencies, and Benefits
- KPA Interdependencies
- Roles and Responsibilities
- Creating Dynamic Job Descriptions for ITAM Programs
- The Role of a Program Manager
- Project Management Relationship Triangle
- Sample Projects by KPA
- Prioritization and the ITAM Program
- Lifecycle Management
- Process Building Best Practices
- Gaining Executive Buy-in
- Business Case Template
- Maturity Assessment
- ITAM as a Core Business Function