

IT Asset Management: SAM, HAM & Compliance

Learn to manage IT assets across their lifecycle, covering software, hardware, compliance, finance, policy and vendor relations.

5 Days

40 HOURS

19

MODULES

45

TOPICS

19

HANDS-ON ACTIVITIES

COURSE OVERVIEW

The Certified Asset Management Professional course provides a comprehensive understanding of IT Asset Management (ITAM) principles, practices, and processes. Over the span of five days, participants will delve into key areas of ITAM, including software and hardware management, compliance, financial management, and vendor relations. Through a blend of theoretical knowledge, case studies, and practical activities, this course equips professionals with the skills needed to effectively manage IT assets within their organizations.

WHO THIS COURSE IS FOR

IT Asset Managers

Software Asset Managers

Hardware Asset Managers

Compliance Officers

Vendor Managers

IT Procurement Professionals

LEARNING OBJECTIVES

- Explain the core functional areas and KPAs of ITAM
- Describe roles and responsibilities within an ITAM programme
- Apply procurement and vendor selection processes for IT assets
- Implement software asset management processes and license management
- Manage hardware asset lifecycles and inventory techniques
- Assess compliance strategies and handle audits
- Plan financial reporting and cost-benefit analysis for ITAM
- Evaluate vendor performance and manage vendor relationships

TRAINING APPROACH

Interactive Engagement: We will incorporate a range of interactive exercises, simulations, and group activities to actively engage participants and facilitate hands-on learning. **Participant Involvement:** We will introduce regular opportunities for participant involvement, including group discussions, feedback sessions, and reflection exercises, to ensure that the training remains interactive and relevant to their needs.

19 Modules, 45 Topics

DAY 1**Introduction to IT Asset Management and Core Functional Areas****01**

Activity Assessment

Introduction to IT Asset Management (ITAM)**TOPICS**

Definition and Importance of ITAM · Benefits of ITAM for Organizations

02

Case Study

The 12 IAITAM KPAs for ITAM**TOPICS**

Overview of IAITAM Key Process Areas (KPAs) · Detailed Explanation of Each KPA

03

Activity Assessment

Core Functional Areas**TOPICS**

- Understanding Core Functional Areas in ITAM
- Integration of Core Functional Areas within an ITAM Program

04

Case Study

ITAM Roles and Responsibilities**TOPICS**

Key Roles in ITAM · Responsibilities of ITAM Professionals

DAY 2**Program and Acquisition Management****05**

Case Study

Program Management**TOPICS**

Developing and Managing ITAM Programs · Best Practices for ITAM Program Management

06

Activity Assessment

Acquisition Management**TOPICS**

IT Asset Procurement Processes · Vendor Selection and Management

07**Case Study**

Asset Identification Management

TOPICS

Techniques for Identifying IT Assets · Importance of Accurate Asset Identification

08**Activity Assessment**

Communication & Education Management

TOPICS

Communication Strategies in ITAM · Training and Educating Stakeholders

DAY 3

Hardware and Software Asset Management

09**Case Study**

Software Asset Management (SAM)

TOPICS

Introduction to SAM · SAM Processes and Best Practices · License Management

10**Activity Assessment**

Hardware Asset Management (HAM)

TOPICS

Introduction to HAM · Lifecycle Management of Hardware Assets · Inventory Management Techniques

11**Case Study**

Compliance Management

TOPICS

Understanding Compliance in ITAM · Strategies for Ensuring Compliance · Handling Audits and Non-compliance Issues

DAY 4

Financial, Policy, and Disposal Management

12**Activity Assessment**

Financial Management

TOPICS

Financial Aspects of ITAM · Cost-Benefit Analysis and Budgeting · Financial Reporting in ITAM

13**Case Study**

Policy Management

TOPICS

Developing ITAM Policies · Policy Implementation and Enforcement

14**Activity Assessment**

Disposal Management

TOPICS

IT Asset Disposal Methods · Environmental and Security Considerations · Documentation and Reporting for Disposal

15

Case Study

Documentation Management

TOPICS

- Importance of Documentation in ITAM
- Types of ITAM Documentation
- Best Practices for Maintaining Accurate Records

DAY 5

Advanced ITAM Practices and Vendor Management

16

Case Study

Legislation Management

TOPICS

Understanding ITAM-related Legislation · Compliance with Legal Requirements

17

Activity Assessment

Project Management

TOPICS

Project Management Principles in ITAM · Managing ITAM Projects Effectively

18

Case Study

Vendor Management

TOPICS

Importance of Vendor Management in ITAM · Building and Maintaining Vendor Relationships · Vendor Performance Evaluation

19

Activity Assessment

ITAM Business Practices to Find Savings

TOPICS

Identifying Cost-Saving Opportunities · Strategies for Reducing IT Asset Costs

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
01	Introduction to IT Asset Management (ITAM)	Activity Assessment: Group discussion on the current state of ITAM in participants' organizations
02	The 12 IAITAM KPAs for ITAM	Case Study: Analyzing a company's implementation of IAITAM KPAs and its outcomes
03	Core Functional Areas	Activity Assessment: Interactive exercise on mapping core functional areas to ITAM activities
04	ITAM Roles and Responsibilities	Case Study: Role-play exercise on different ITAM roles and their responsibilities
05	Program Management	Case Study: Review of a successful ITAM program implementation

#	MODULE	ACTIVITY
06	Acquisition Management	Activity Assessment: Simulation of a procurement process and vendor negotiation
07	Asset Identification Management	Case Study: Analyzing a case of successful asset identification and its impact on ITAM
08	Communication & Education Management	Activity Assessment: Developing a communication plan for an ITAM initiative
09	Software Asset Management (SAM)	Case Study: Exploring a real-world example of SAM implementation and its challenges
10	Hardware Asset Management (HAM)	Activity Assessment: Workshop on creating a lifecycle management plan for hardware assets
11	Compliance Management	Case Study: Case review of a company facing compliance issues and how they resolved them
12	Financial Management	Activity Assessment: Group exercise on conducting a cost-benefit analysis for an ITAM project
13	Policy Management	Case Study: Analysis of policy development and its impact on ITAM efficiency
14	Disposal Management	Activity Assessment: Creating a disposal plan for end-of-life IT assets
15	Documentation Management	Case Study: Evaluating documentation practices in a sample organization
16	Legislation Management	Case Study: Reviewing the impact of specific legislation on ITAM practices
17	Project Management	Activity Assessment: Interactive session on planning and executing an ITAM project
18	Vendor Management	Case Study: Case review of successful vendor management and its benefits
19	ITAM Business Practices to Find Savings	Activity Assessment: Brainstorming session on identifying cost-saving opportunities in ITAM

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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