ITIL® 4 Specialist:
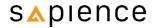# IT Asset Management

Based on ITIL4

TRAINING DATASHEET

Manage costs and risks, monitoring and ensuring compliance,
and good governance of IT assets.

COURSE SYPNOSIS

The ITIL 4 Specialist: IT Asset Management module is for IT professionals who are involved in managing costs and risks, monitoring and ensuring compliance, and good governance of IT assets.

Based on the ITIL 4 framework, the module provides both strategic and practical best practice guidance to help organisations understand the value of IT Asset Management as well as its key concepts and challenges. Professionals should be able to use these concepts to foster effective financial stewardship and governance, control costs, manage risks, monitor and ensure compliance. The guidance from this module will also support effective decision making on the purchase, re-use, retirement and disposal of IT assets and evaluate the sustainability of IT asset decommissioning and disposal.

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COURSE DURATION

3 Days Instructor-Led Classroom Training

COURSE OBJECTIVES

On completion of this course, the following learning outcomes will be achieved:

⚠ Define IT Asset Management roles, responsibilities, knowledge and skills
⚠ Plan and manage the full lifecycle of all IT assets
⚠ Effectively automate IT Asset Management activities
⚠ Apply IT Asset Management metrics and practice success factors to improve performance
⚠ Measure, assess and develop IT Asset Management capability by using the ITIL Maturity Model

WHO SHOULD ATTEND

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PRE-REQUISITES

ITIL4 Foundation certification is a pre-requisite for sitting the certification examination included in the course. Relevant key concepts from the ITIL 4 framework will be covered as part of the syllabus.

OUTLINE

⚠ Understand The Key Concepts Of IT Asset Management (ITAM)
  • Identify the purpose, PSFs, and value of the ITAM practice.
  • Apply iterative and interdependent scoping to IT asset types and IT asset register.
  • Understand the benefits of standard IT assets.
  • Understand the ITAM relationship with governance, compliance, and policies of the organisation.
  • Apply an organisation's sustainability objectives to ITAM.
  • Identify the key challenges of ITAM.

⚠ Understand ITAM Value Streams & Processes
  • Understand the roles and relationships of service value streams, practices, and processes in creation of value.
  • Identify the value of a common approach to IT asset lifecycle management.
  • recognise the sustainability aspects of IT asset decommissioning and disposal actions.
  • Know how to verify, audit, and analyse IT assets.
  • Understand the critical nature of records and documentation to IT asset lifecycle management.
  • Know how to integrate ITAM in the organisation's value streams.
  • Identify the relationship between ITAM and the service configuration management practice.

⚠ Understand ITAM Roles, Skills & Organisational Solutions
  • Understand the key skills required for ITAM.
  • Describe the responsibilities of IT Asset Manager, License Manager, IT Asset Owner, IT Asset Custodian and IT Asset Consumer.

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- Know how to apply the LACMT model ITAM activities.
- Know how to position ITAM within an organisational structure.

⚠ Understand How Information & Technology Supports & Enables ITAM
- Identify the key inputs and outputs of the ITAM practice.
- Describe the key ITAM automation tools and their role in the practice.

⚠ Understand The Role Of Partners & Suppliers In ITAM
- Understand the types of service relationships (basic, cooperative, partnership).
- Understand the complexity of service relationships.
- Describe a consistent approach to ITAM across the organisation's ecosystem.

⚠ Know How To Develop IT Asset Management (ITAM) Organisational Capabilities
- Understand the key concepts of the ITIL® maturity model: capability assessment, capability levels and criteria.
- Know how to apply capability criteria to plan ITAM capability development.
- Identify key metrics and methods for improving ITAM capabilities.
- Apply the key steps of the ITAM capability develop

CERTIFICATION

Participants of the course who successfully pass the certification examination will be awarded the ITIL 4 Specialist: IT Asset Management certificate

PRE-COURSE READING

There are no pre-course reading materials required for this course.
A good grasp of ITIL4 concepts is advantageous.

EXAMINATION FORMAT

⚠ 40 Multiple Choice Questions

⚠ 1 mark per correct answer

⚠ 26 marks required to pass (out of 40 available) – 65%

⚠ 90 minutes duration

⚠ Closed-book