Overview

This extension module develops participants' understanding of the fundamental concepts, principles, value, and practical challenges associated with **IT Asset Management (ITAM)**.

The course provides best-practice guidance for managing IT assets at both strategic and operational levels. Participants explore approaches for maximising value, controlling costs, managing risk, and meeting regulatory and contractual requirements.

The programme also considers decision-making throughout the IT asset lifecycle, including the purchase, reuse, retirement, and disposal of assets. The sustainability implications of these decisions are considered as part of an effective IT Asset Management approach.

Prerequisites

Participants must hold a valid:

- **ITIL® 4 Foundation**, or
- **ITIL® v3 Foundation**

certificate.

Who Should Attend

This course is particularly suitable for:

- Professionals interested in IT Asset Management
- Individuals working with asset management at either an operational or strategic level
- Professionals working towards the ITIL Practice Manager qualification

This module contributes towards the practice knowledge required for the ITIL Practice Manager pathway.

What You Will Learn

By the end of the course, participants will be able to:

- Explain the key concepts of IT Asset Management
- Understand ITAM value streams and processes
- Describe ITAM roles, required skills, and organisational solutions
- Explain how information and technology support and enable ITAM
- Understand the contribution of partners and suppliers to IT Asset Management
- Apply approaches for developing ITAM capability within an organisation

Outline

1. Understanding the Key Concepts of IT Asset Management

This section introduces the structure, scope, and organisational value of the ITAM practice.

- Purpose and scope of the ITAM practice
- Value provided by IT Asset Management
- Types of IT assets
- The IT asset lifecycle
- IT asset lifecycle models
- Practice Success Factors
- ITAM and sustainability
- Common challenges associated with IT Asset Management

2. Understanding ITAM Value Streams and Processes

This module focuses on the processes used to control IT assets and maintain appropriate records throughout their lifecycle.

- Managing the IT asset lifecycle and records
- Managing a common approach to ITAM
- Verification of IT assets
- Auditing IT assets
- Analysing IT assets
- The relationship between ITAM and Service Configuration Management

3. Understanding Roles, Skills, and Organisational Solutions

This section examines the people, competencies, and organisational structures required to support an effective ITAM practice.

- Typical roles within ITAM
- Skills associated with ITAM roles
- Organisational structures
- Role design
- ITAM compliance
- ITAM policies

4. Understanding the Relevance of Information and Technology

This module explores the information and technology required to support IT Asset Management activities.

- ITAM inputs
- ITAM outputs
- The ITAM register
- IT Asset Management technology
- Using technology to enable and support ITAM processes

5. Understanding the Role of Partners and Suppliers

This section considers how external relationships contribute to successful IT Asset Management.

- Service relationships
- The role of partners and suppliers in ITAM
- Service Integration and Management

6. Developing ITAM Capability

The final section focuses on assessing the current capability of the ITAM practice and identifying opportunities for development.

- ITIL® 4 Maturity Model
- Capability assessment
- Developing organisational ITAM capability
- Identifying and using key metrics

Exams and Assessments

The course includes a certification examination.

- **Questions:** 40 multiple-choice questions
- **Duration:** 90 minutes
- **Format:** Closed book
- **Pass mark:** 26 out of 40 (65%)
- **Delivery:** Online with virtual invigilation

From 2023 onwards, **PeopleCert Global Best Practice** certifications must be renewed every three years.