ITAM System Management Assets

ITAM Systems and Tools

Metadata for IT Asset Management

(info about IT assets; info about non-IT assets needed for the management of IT assets, e.g. info about personnel and organization)

IT Asset Contracts

(including documentation; may be both physical and digital)

IT Asset Services

(combinations of IT assets and non-IT assets, typically externally supplied, treated as IT assets, e.g. Software as a Service, hardware

Global Assessment Services Limited

ISO 19770-1 LEAD AUDITOR - Training

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- **Certified IT Asset Manager (CITAM) by IAITAM USA**
- **CERTIFIED Software Asset Manager (CSAM) by GSDC**
- **CERTIFIED Software License Compliance Consultant by Flexera**
- **CERTIFIED SAM Pro Implementer by ServiceNow**
- **Certified HAM Pro Implementer by ServiceNow**
- **Certified PRINCE2® Practitioner**

Overview of the Standards and Certification:

- The ISO 19770 standard is crucial in modern business.
- The foundations of ISO 19770.
- Making the ITAMS better.
- The cycle of IT Asset Management.
- Different IT Assets
- Implementation, evaluation, and approval of ISO 19770.

Requirements for ISO 19770-1:2017:

- Synchronize the ISO 19770-1 standard.
- An overview of ISO 19770-1.
- Issues to be Determined by Considering.
- System for managing IT assets.
- Should take into account the increased complexity and control.
- To enable a more seamless connection with other significant ISO standards.

Records of Documented Information::

- How ISO 19770 is put into practice.
- ISO 19770 Guidelines.
- Model ITAS Process.
- A list of regularly updated information.
- Control over Documented Data.
- List of papers that must be kept.

Certification Requirement and Documentation for ISO/IEC 19770-1:2017 (Information Technology Asset Management)

Day – 1

- SAM Definition, concepts, and objectives
- Why do organizations need SAM?
- The IT Asset lifecycle and its impact on your business.
- The key roles in ITAM - stakeholders, functions, roles and responsibilities
- Typical business issues and challenges in the CSAM workflow
- SAM best practices and framework
- The business value of SAM
- SAM from request to acquisition through disposal
- Key roles and stakeholders in a SAM program
- The placement of SAM in the ITAM ecosystem
- The concept of compliance
- The risks/costs related to software audits
- Organizational pitfalls and challenges in the SAM process

Compliance Management Approach :

- Plan and create compliance event
- Compliance documentation
- Building a compliance process
- Right to Use
- Being Monitored
- Communication

Software License Management:

- License Management Processes
- License Management Documentation
- License Types

Certification Requirement and Documentation for ISO/IEC 19770-1:2017 (Information Technology Asset Management)

Risk Management:

- The process of risk management may be found.
- Locating, evaluating, and managing financial resources.
- Risks to an organization's finances and security, both strategically and financially.
- Recognizing hazard`s.
- System for Classifying IT Assets.
- Processes and frameworks can reduce risk.

Terms, definitions, and responsibilities related to audits:

- Audit trails of IT asset modifications and authorizations.
- Lead auditor responsibilities and role.
- Assurance Communication.
- Essential Qualities of an Auditor.
- License controls, under license controls, and over license controls.
- Restrictions on the dissemination, replication, and modification of software.
- Adherence to the terms and conditions of the license.

Conducting an Audit:

- Performing auditing tasks.
- Social accountability audit overview.
- Auditing Methods.
- Methods for Conducting Audits.
- Using a process approach while auditing.
- Observations.

Day – 2

Contradiction and Remedial Action:
- Report non-conformities.
- Objective Proof.
- Report of Non-conformity (NCR).
- Format of NCR.
- Types of Non-Compliances.
- Observations (Notes of Auditors).
- Agreement on NCR between the auditor and the auditee.