EXIN

EXIN ITAMOrg

IT Asset Management Foundation

Preparation Guide

Edition 201710

Content

1. Overview

EXIN ITAMOrg IT Asset Management Foundation

Scope

IT Asset Management Foundation (ITAMF.EN) is a certification that validates a professional's knowledge on managing the IT assets as part of an organization's strategy, compliance and risk management. The content covered by the certification is based upon the philosophy of ITAMOrg, membership organization and thought leader in the area of IT Asset Management.
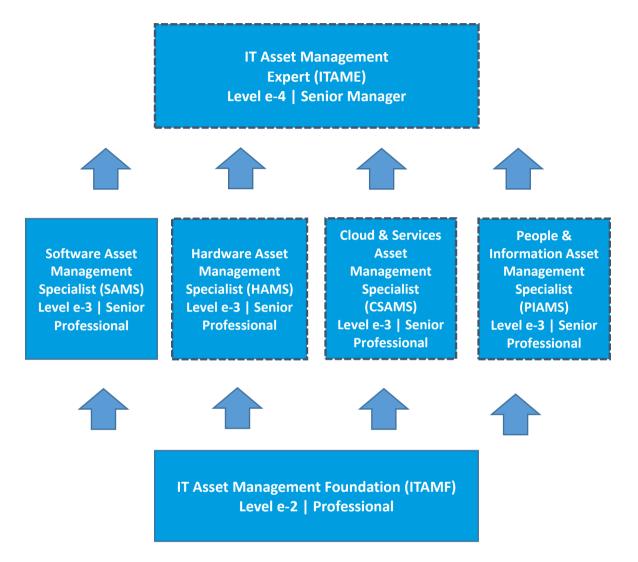
Summary

IT is business critical for any organization and handling of contracts, licenses, economy and technology require skills across traditional professional boundaries. Responsibility for the significant values and risks associated with IT often end up in a gap between financial-, contract- and IT-management. IT Asset Management (ITAM) forms an important element in a business strategy enabling cost control, risk reduction and improved business value in the IT asset lifecycle.

IT Asset Management Foundation covers the four key areas of IT Asset Management: Hardware Asset Management, including "mobile devices"; Software Asset Management; Services & Cloud Asset Management and People & Information Asset Management, including "Bring Your Own Device".

Context

The certificate IT Asset Management Foundation is part of the EXIN ITAMOrg qualification program and has been developed in cooperation with international experts in the field.

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                    ┌─────────────────────────────┐
                    │   IT Asset Management        │
                    │   Expert (ITAME)             │
                    │   Level e-4 | Senior Manager │
                    └─────────────────────────────┘
                     ↑        ↑        ↑        ↑
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| Software Asset Management Specialist (SAMS) Level e-3 \| Senior Professional | Hardware Asset Management Specialist (HAMS) Level e-3 \| Senior Professional | Cloud & Services Asset Management Specialist (CSAMS) Level e-3 \| Senior Professional | People & Information Asset Management Specialist (PIAMS) Level e-3 \| Senior Professional |

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                     ↑        ↑        ↑        ↑
                ┌─────────────────────────────────┐
                │  IT Asset Management Foundation  │
                │           (ITAMF)                │
                │   Level e-2 | Professional       │
                └─────────────────────────────────┘
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Target group

IT Asset Management Foundation is intended for all key personnel in the organization involved in the IT lifecycle. Whilst this certification has an IT focus, it has been specifically designed for non-IT personnel in mind.

Specific roles/responsibilities could include (but are not limited to):

- Overall management
- IT Manager
- Procurement Manager
- Financial Manager
- IT Operations Manager
- Project Manager

- Process Manager

- Contract Manager

- Risk Manager

- Business Continuity Manager

- Security Manager

Requirements for certification

Pass the related EXIN exam. An accredited training IT Asset Management Foundation is highly recommended.

Examination details

Examination type: Computer-based or paper-based multiple-choice questions
Number of questions: 40
Pass mark: 65%
Open book/notes: No
Electronic equipment/aides permitted: No
Time allotted for examination: 60 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

Training

Group size

The maximum number of participants is 16.

Contact hours
The minimum number of contact hours for this training course is 16. This includes group assignments, exam preparation and short breaks. This number of hours does not include homework, logistics for exam preparation and lunch breaks.

Indication study effort

60 hours, depending on existing knowledge.

Training provider

You can find a list of our accredited training providers at www.exin.com.

2. Exam requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications)

Exam requirement	Exam specification	Weight %
1. Introduction to IT Asset Management (ITAM)		10 %
	1.1 Definition and goal of ITAM	
	1.2 Standards and best practices	
	1.3 ITAM models	
2. Hardware Asset Management (HAM)		20 %
	2.1 Introduction to HAM	
	2.2 Identify and manage hardware assets	
	2.3 Best practices, tools and mobile devices	
3. Software Asset Management (SAM)		25 %
	3.1 Definition and objectives of SAM	
	3.2 The concept of compliance	
	3.3 The risks/costs related to software audits	
4. Services and Cloud Asset Management (SEAM)		20 %
	4.1 Definition and objectives of SEAM	
	4.2 The concept of services and cloud	
	4.3 The practice of SEAM	
	4.4 Contracts and contract negotiation in SEAM	
5. People and Information Asset Management (PINAM)		20 %
	5.1 Definition and objectives of PINAM	
	5.2 The guiding principles of PINAM	
	5.3 The practice of PINAM	
	5.4 Services and Cloud: BYOD (Bring Your Own Device)	
6. IT Asset Management Interfaces		5 %
	6.1 The interfaces of IT Asset Management	
	6.2 IT Asset Management roles	
	Total	100%

Exam specifications

1. **Introduction to IT Asset Management (ITAM)** (10%)

    1.1 **Definition and goal of ITAM**
    The candidate is able to:
    1.1.1 give a definition of ITAM
    1.1.2 outline the purpose and objectives of ITAM

    1.2 **Standards and best practices**
    The candidate is able to
    1.2.1 give an introduction to ITAM best practices and standards, ISO55000, ISO19770 and IT Service Management
    1.2.2 explain the requirements in managing assets

    1.3 **ITAM models**
    The candidate is able to
    1.3.1 describe the ITAM process framework
    1.3.2 explain the gap analysis

2. **Hardware Asset Management (HAM)** (20%)

    2.1 **Introduction to HAM**
    The candidate is able to
    2.1.1 give a definition of HAM
    2.1.2 explain the purpose and the benefits of HAM
    2.1.3 outline the general HAM lifecycle

    2.2 **Identify and manage hardware assets**
    The candidate is able to
    2.2.1 determine if an IT hardware asset should be tracked and managed
    2.2.2 give examples of hardware standards and considerations when to use them
    2.2.3 outline the disposal standards
    2.2.4 explain the HAM lifecycle in an organisation from acquisition to disposal

    2.3 **Best practices, tools and mobile devices**
    The candidate is able to
    2.3.1 outline tool reflections of HAM
    2.3.2 explain mobile device (asset) management aspects of HAM

3. Software Asset Management (25%)

3.1 Definition and objectives of SAM
The candidate is able to:
3.1.1 give a definition of SAM
3.1.2 explain the purpose and benefits of SAM
3.1.3 outline the software lifecycle
3.1.4 explain the roles and responsibilities of SAM
3.1.5 give an introduction to SAM best practices

3.2 The concept of compliance
The candidate is able to
3.2.1 describe the violations leading to incompliance
3.2.2 list types of software compliance

3.3 The risks and costs related to software audits
The candidate is able to
3.3.1 give a definition of an audit
3.3.2 list the consequences that an audit could have

4. Services and Cloud Asset Management (SEAM) (20%)

4.1 Definition and objectives of SEAM
The candidate is able to:
4.1.1 Give a general definition of SEAM
4.1.2 Explain the purpose and benefits of SEAM

4.2 The concept of services and cloud
The candidate is able to
4.2.1 give an introduction to services and cloud
4.2.2 explain the benefits and pitfalls of services and cloud

4.3 The practice of SEAM
The candidate is able to
4.3.1 explain what SEAM is
4.3.2 list the activities in SEAM

4.4 Contracts and contract negotiation in SEAM
The candidate is able to
4.4.1 list the pre-negotiation activities
4.4.2 explain the contractual terms and pitfalls

5. People and Information Asset Management (PINAM) (20%)

5.1 Definition and objectives of PINAM
The candidate is able to:
5.1.1 give a definition of PINAM
5.1.2 explain the purpose and benefits of PINAM

5.2 The guiding principles of PINAM
The candidate is able to
5.2.1 list the guiding principles of PINAM
5.2.2 list the principles to support productivity

5.3 The practice of PINAM
The candidate is able to
5.3.1 explain the activities in PINAM
5.3.2 explain the Technologies supporting PINAM
5.3.3 explain ISO 27001 in relation to PINAM

5.4 Services and cloud – Bring your own Device (BYOD)
The candidate is able to:
5.4.1 explain Shadow IT
5.4.2 explain BYOD in PINAM perspective

6. IT Asset Management Interfaces (5%)

6.1 The interfaces of IT Asset Management
The candidate is able to:
6.1.1 explain the interfaces of IT Asset Management

6.2 IT Asset Management roles
The candidate is able to
6.2.1 explain the challenges of the IT Asset Manager
6.2.2 list the responsibilities of the adjacent roles

3. List of Basic Concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

Agreement
Assessment
Asset
Asset lifecycle
Asset Management
Audit
Baseline
Bermuda Triangle
Best practices
Bring Your Own Device (BYOD)
Change management
Cloud
Compliance
Configuration management database (CMDB)
Contract
Contract Manager
Corporate governance
Definitive software library (DSL)
Disposal
End user license agreement (EULA)
Entitlement
Gap Analysis
Governance

Hardware Asset Management (HAM)
Hardware asset management tool
Hardware inventory
Hardware tracking
Hosted applications
Identity Management System
Information assets
Information Technology Infrastructure Library (ITIL®)
Information security
Infra-structure as a service (IaaS)
Inventory Management
ISO 19770
ISO/IEC 20000
ISO/IEC 27001
ISO 55000
IT asset
IT Asset Management (ITAM)
IT governance
IT infrastructure
Licensing
Life-cycle processes
Life-cycle management
Legalization rules
Managing risk
Mobile devices
Platform as a service (PaaS)
Policies and procedures

Problem management
Procurement
Procurement Manager
Retirement
Risk assessment
Risk reduction
Role & Responsibilities
Security policies
Service Desk
Service provider
Services and Cloud (outsourcing)
Shadow IT
Software-as-a-service (SaaS)
Software Asset Management (SAM)
Software asset management tool
Software asset lifecycle
Software audit
Software compliance
Software licenses
Stakeholder
Supplier management
Terms and conditions
UAC (User Account Control) Level
Web-based services

4. Literature

A   J.W. van den Bent
        EXIN ITAMOrg IT Asset Management Foundation Workbook
        Van Haren Publishing: November 2017
        ISBN: 9789401802390

Literature Matrix

Exam Requirements	Workbook
1. Introduction to IT Asset Management	Chapter 1
2. Hardware Asset Management (HAM)	Chapter 2
3. Software Asset Management (SAM)	Chapter 3
4. Services and Cloud Asset Management (SEAM)	Chapter 4
5. People and Information Asset Management (PINAM)	Chapter 5
6. IT Asset Management Interfaces	Chapter 6

Contact EXIN

www.exin.com