



Syllabus
IT Asset Management Foundation
(ITAMF) Certification

Version 2.0

**GIVING YOU THE KNOWLEDGE
TO PERFORM**



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Introduction

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, including all aspects of hardware and software used in an organization.

This 2-day foundation course provides an introduction to IT Asset Management and is aimed at anyone new to ITAM. From IT administrators with an operational focus to the CFO with budgetary responsibility. Attendees will be able to understand the concept and purpose of ITAM and how ITAM can benefit their organization. Furthermore, participants will achieve an understanding of the licensing complexities related to IT operations in terms of software and hardware updates and acquisitions.

The main focus of the training program is to introduce the ITAM lifecycle and workflows and define the key roles within the ITAM disciplines across financial, contractual, inventory departments, as well as highlighting the cultural changes that could ensue for end-users in an IT environment.

The ITAM Foundation Course is based on IT Service Management (ITSM) best practices and the ISO standards 19770 (IT Asset Management), introducing the participants to the ITAM work frame in terms of IT governance, and optimization of the IT Assets from procurement through to disposal.

The training program will cover the four key ITAM areas and their interaction in relation to contract management, compliance, information security, cost control, and IT business value:

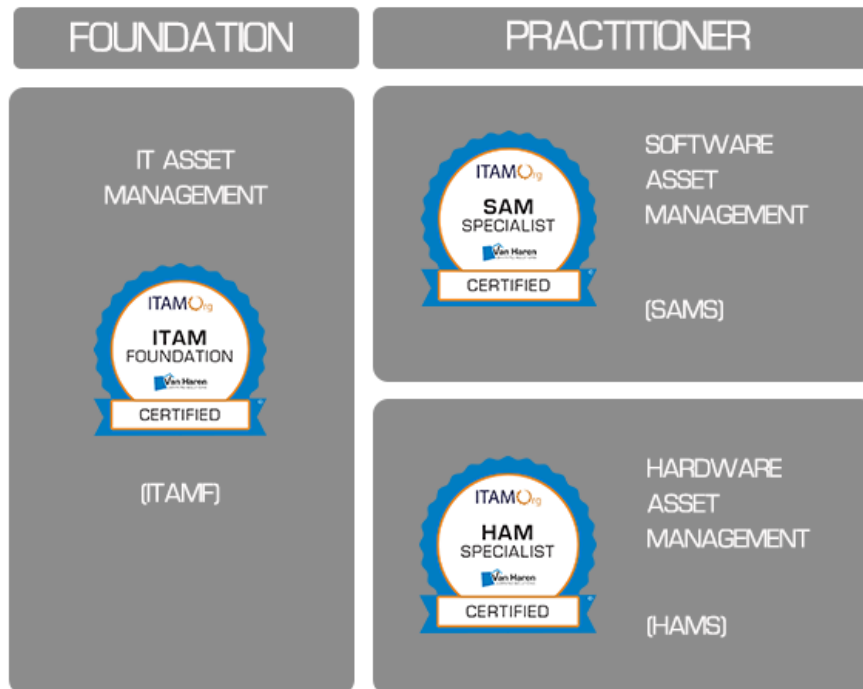
- Hardware Asset Management (including Mobile devices)
- Software Asset Management
- Services and Cloud Asset Management
- People and Information Asset Management (including Bring Your Own Device)

Scope Certification

The ITAMOrg offers a career path for professionals working in the field of IT Asset Management.
The Foundation certification: ITAMOrg IATM Foundation Certification

And two specialist modules for practitioners

- Software Asset Management Specialist Certification
- Hardware Asset Management Specialist Certification



The ITAMF Foundation exam

You first need to have successfully completed the ITAMF Foundation exam to obtain the ITAMF Foundation Certificate. The exam procedure is explained in the following section.

Practical information

You must pass a multiple-choice exam in which your knowledge of IT Asset management will be tested to obtain an IT Asset management Foundation certification.

All exam candidates will get access to the online exam environment and will need to answer 40 multiple-choice questions within 60 minutes.

You must answer 65% of the questions correctly (or at least 28 of the 40 questions) to pass. Each question has precisely four possible answers where only one is the best answer.

You will receive the result immediately after the exam. (Digital) Access to your certificate will be given once you have passed.

Registration for the exam can be done by purchasing a participation certificate at www.vhls.global.

Time (minutes) for the exam:	40 minutes
% minimal passing grade	65%
Open/closed book:	Closed
Language:	English. See http://www.vhls.global for other available languages.
Exam format:	Online
Type of questions:	Yes. Candidates are advised to read the questions carefully.
Are there also negative questions included in the exam? (for example: “which of the following is NOT a principle in the Manifesto”)	Yes. Candidates are strongly advised to read the questions carefully.
Special abilities and regulations for people with disabilities on non-native English.	Please see: https://www.vhls.global/examination/exam-regulations/

Levels

The ITAMOrg ITAM Foundation Certification tests candidates at levels 1 and 2, according to the Bloom Revised Taxonomy.

Bloom Level 1: Recall & Retention

We test candidates on their ability to memorize factual information, to retain information by collecting, remembering, and recognizing specific knowledge. Knowledge includes facts, terms, answers, or terminology.

Bloom Level 2: Understanding

We test candidates on their ability to construct meaning from oral, written, or graphical pieces of information. This is done by interpreting, summarizing, distracting, comparing, classifying, predicting, or explaining the message.

Topics in the ITAM Foundation Exam

In this section, you can read about how the ITAMF Foundation Exam is structured and which subjects you will be tested on as a candidate. It is also a tool that you can use to prepare yourself for the test.

During the exam you will be tested on your general knowledge about:

- Introduction to IT Asset Management
- Hardware Asset Management
- Software Asset Management
- Services & Cloud Asset Management
- People & Information Asset Management
- ITAM interfaces

Exam structure

The exam specifications describe the topics in the subject matter of the ITAM Foundation exam, and their relative importance. Questions can be asked during the exam about the following subjects.

Module	Subject	% Questions in the exam
1.	Introduction to IT Asset Management	10%
2.	Hardware Asset Management	20%
3.	Software Asset Management	25%
4.	Services & Cloud Asset Management	20%
5.	People & Information Asset Management	20%
6.	ITAM interfaces	5%
		100%

In the following sections, you can find more details about what is expected regarding your knowledge of the various topics.

Module 1 Introduction

Provides an introduction to the general structure of ITAM and course structure

- Definition, purposes, and objectives
- Why does your organization need ITAM?
- Introduction to the four key areas: Hardware Asset Management, Software Asset Management, Services & cloud Asset Management, People & Information Asset Management
- 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 ITAM workflow
- Introduction to ITAM best practices, and ITSM

Module 2 Hardware Asset Management

Provides an introduction to HAM, HAM principles, and the impact of HAM on organizations using it. Covers the appreciation and understanding of the interfaces and dependencies HAM has with other IT and Service Management processes.

- The concept, purpose, and benefits of HAM
- The HAM lifecycle in your organization from acquisition through to disposal
- Request and approval processes, procurement and lifecycle management, redeployment and disposal management
- The placement of HAM in the ITAM ecosystem
- Mobile device (asset) management aspects of HAM
- The best practices of HAM (ISO and ITSM)
- The tool reflections of HAM

Module 3 Software Asset Management

Provides an introduction to SAM, SAM principles, and the impact of SAM on organizations using it. Covers the appreciation and understanding of the interfaces and dependencies SAM has with other IT and Service Management processes.

- Definition and objectives
- 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
- IT Service Management and ISO19770 approach within SAM

Module 4 Services & Cloud Asset Management

Provides an introduction to SEAM, SEAM principles, and the impact of SEAM on organizations using it. Covers the appreciation and understanding of the interfaces and dependencies SEAM has with other IT and Service Management processes.

- The concept of services and cloud services
- The costs, challenges, and benefits associated with Services and Cloud services
- Definition and objectives within Services and Cloud Asset Management (SEAM)
- The contractual issues as assets in SEAM
- The pitfalls and benefits from SEAM

- ITAM best practices in a SEAM context
- The placement of SEAM in the ITAM ecosystem
- Key roles and stakeholders in a SEAM program
- Compliance in a Cloud perspective

Module 5 People & Information Asset Management

Provides an introduction to PINAM, PINAM principles, and the impact of PINAM on organizations using it. Covers the appreciation and understanding of the interfaces and dependencies PINAM has with other IT and Service Management processes.

- Definition and objectives
- How to define information and people as assets?
- Security and risk control (information sharing, employees leaving the organization, loss of mobile devices, access regulations, etc.)
- BYOD in a people and information management perspective
- How do mobile users use their devices and content? Benefits and pitfalls
- Policy setting, security policies for content, users and mobile devices

Module 6 Value and Continuous delivery

Provides an introduction to the interfaces between IT Asset Management areas, overall principles, and the impact of ITAM stakeholders on organizations using it.

- The best practices in the ITAM framework
- How to assess and understand the ITAM maturity in your organization
- The interface between the four key ITAM areas (HAM, SAM, SEAM, PINAM)
- Effective communication of your ITAM goals to the key stakeholders in your organization
- ITAM integration with the organizational key business drivers and goals

Module 7 Empiricism and Improvement

Provides an introduction to the ITAMF exam and examination.

Exam regulations

General rules

Being a ITAMOrg Asset Management certified is an honorary title, so fraud will not be tolerated. If there is any fraud detected in the exam execution the person taking the exam will directly fail the exam. This will not be reimbursed.

Failing the exam by not having enough questions correct to achieve the minimum passing rate will result in a failure to achieve certification. A delegate can do one single trial per exam order; meaning you get one chance per exam to pass. If an exam was not passed, then a new exam needs to be taken.

Key terms and concepts

ITAMOrg has established an extensive glossary for the ITAM, SAM and HAM certifications. It's strongly advised to download the glossary via www.vhls.global and study these terms.

Pay attention! If you only learn these terms, then you are often not sufficiently prepared to pass the exam.