ITIL® 4 Specialist: IT Asset Management (ITAM)

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Specialist: IT Asset Management (ITAM)
Related Exam:	ITIL® 4 Specialist: IT Asset Management (ITAM)

Course Overview

IT Asset Management (ITAM) is one of the most important elements for any business strategy. IT Asset Management will improve your business' cost control and risk reduction while increasing business value with IT Assets.

About This Course

IT Asset Management (ITAM) is one of the most important elements for any business strategy. IT Asset Management will improve your business' cost control and risk reduction while increasing business value with IT Assets.

The ITIL® 4 Specialist IT Asset Management (ITAM) module is structured and aligned around the ITIL® Framework and the ITIL® Practice Guides.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course is suitable for the following roles:

- IT Managers
- Procurement Managers
- Financial Managers
- IT Operations Managers
- Project Managers
- Process Managers
- Contract Managers
- Risk Managers
- Business Continuity Managers
- Security Managers

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will explore the key concepts, principles, value and challenges of the IT Asset Management (ITAM) practice.
It will give you best practice guidance at both strategic and operational levels on how to maximise value creation, control costs, manage risks, meet regulatory and contractual requirements, and support decision-making about the purchase, re-use, retirement, and disposal of IT assets including their impact on sustainability.
In addition, the ITIL® Maturity Model is introduced as a tool to help you assess and measure the organisation’s capabilities in service management and identify actions on improvement opportunities to develop IT Asset Management (ITAM) capabilities.
Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will enable you to:

- 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.

Detailed Course Outline

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will cover the following topics:

1. Understand The Key Concepts Of IT Asset Management (ITAM)

- 1.1. Identify the purpose, PSFs, and value of the IT Asset Management (ITAM) practice.
- 1.2. Apply iterative and interdependent scoping to IT asset types and IT asset register.
- 1.3. Understand the benefits of standard IT assets.
- 1.4. Understand the IT Asset Management (ITAM) relationship with governance, compliance, and policies of the organisation.
- 1.5. Apply an organisation's sustainability objectives to IT Asset Management (ITAM).
- 1.6. Identify the key challenges of IT Asset Management (ITAM).

2. Understand IT Asset Management (ITAM) Value Streams & Processes

- 2.1. Understand the roles and relationships of service value streams, practices, and processes in creation of value.
- 2.2. Identify the value of a common approach to IT asset lifecycle management.
- 2.3. recognise the sustainability aspects of IT asset decommissioning and disposal actions.
- 2.4. Know how to verify, audit, and analyse IT assets.
- 2.6. Understand the critical nature of records and documentation to IT asset lifecycle management.
- 2.7. Know how to integrate IT Asset Management (ITAM) in the organisation's value streams.
- 2.8. Identify the relationship between IT Asset Management (ITAM) and the service configuration management practice.

3. Understand IT Asset Management (ITAM) Roles, Skills & Organisational Solutions

- 3.1. Understand the key skills required for IT Asset Management (ITAM).
- 3.2. Describe the responsibilities of IT Asset Manager, License Manager, IT Asset Owner, IT Asset Custodian and IT Asset Consumer.
- 3.3. Know how to apply the LACMT model to IT Asset Management (ITAM) activities.
- 3.4. Know how to position IT Asset Management (ITAM) within an organisational structure.

4. Understand How Information & Technology Supports & Enables IT Asset Management (ITAM)

- 4.1. Identify the key inputs and outputs of the IT Asset Management (ITAM) practice.
- 4.2. Describe the key IT Asset Management (ITAM) automation tools and their role in the practice.

5. Understand The Role Of Partners & Suppliers In IT Asset Management (ITAM)

- 5.1. Understand the types of service relationships (basic, cooperative, partnership).
- 5.2. Understand the complexity of service relationships.
- 5.3. Describe a consistent approach to IT Asset Management (ITAM) across the organisation's ecosystem.

6. Know How To Develop IT Asset Management (ITAM) Organisational Capabilities

- 6.1. Understand the key concepts of the ITIL® maturity model: capability assessment, capability levels and criteria.
- 6.2. Know how to apply capability criteria to plan IT Asset Management (ITAM) capability development.
- 6.3. Identify key metrics and methods for improving IT Asset Management (ITAM) capabilities.
- 6.4. Apply the key steps of the IT Asset Management (ITAM) capability development.

📚 Certification Path

ITIL® 4 Specialist: IT Asset Management (ITAM)

Exam: ITIL® 4 Specialist: IT Asset Management (ITAM)

Additional Course Details

Nexus Humans ITIL® 4 Specialist: IT Asset Management (ITAM) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Specialist: IT Asset Management (ITAM) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Specialist: IT Asset Management (ITAM)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Specialist: IT Asset Management (ITAM) course helps prepare you for the ITIL® 4 Specialist: IT Asset Management (ITAM) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Specialist: IT Asset Management (ITAM) official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® 4 Specialist: IT Asset Management (ITAM) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Specialist: IT Asset Management (ITAM) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Specialist: IT Asset Management (ITAM)?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist: IT Asset Management (ITAM). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Specialist: IT Asset Management (ITAM)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Specialist: IT Asset Management (ITAM) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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