The Certified Foundation Course brings professional ITAM training to an international level

The international independent IT Asset Management Organisation ITAMOrg, strengthens its mission to improve awareness and competencies within all areas of IT Asset Management (ITAM) by introducing a new ITAM Foundation Course.

Companies around the world are currently challenged by the wave of new technologies and trends, such as mobility, cloud & services, big data and cyber security. As a result, they require education and a thorough understanding of how to handle the complexity of their IT environment in terms of compliance, cost reduction and security.

To address these challenges, ITAMOrg training and certification is made available in several countries, (incl. the UK) with more countries to come. The main focus is to expand ITAM best practices and international standards.
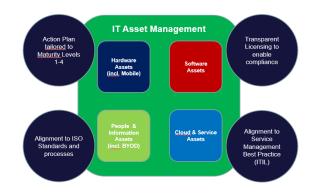
The key areas of ITAM

The ITAM Foundation Course complements ITAMOrg's range of training programs by offering an entry level introduction to the 4 key areas:

Software
Hardware & Mobile
Services & Cloud
People & Information

This 2-day course provides an overview of the best practices within these areas and elaborates on the IT Asset lifecycle by defining the workflow, roles and responsibilities across functions and departments in an organisation.

The attendees will achieve an understanding of the ITAM areas and their interaction in relation to risk reduction, contract management, compliance, information security, cost control and IT business value.

A successful ITAM program involves several departments in an organisation. Therefore, the course is aimed at everyone working with ITAM, from IT administrators with an operational focus to CFOs with a budgetary responsibility.

Lasse Løye Meldgaard, responsible for procurement and sourcing in one of the largest public IT organisations in Denmark, Agency for Govern-mental IT Services, counts among the first participants at the course. Lasse highlights the benefits of attending the course along with his colleagues from different work areas:

As a result of the course, we are more aware of the interaction between the ITAM areas and how they can affect each other. To the clear benefit of the organisation we now pay more attention to the impact changes in our own area can have on other areas. For instance, if a technician adds a new virtual SQL server to the system, he will be aware of the licensing consequences and the need to share this information with the rest of us involved in ITAM.

A key focus during the course is to create awareness of the silo'd approach present in many companies, representing one of the greatest challenges in the ITAM area.

Employees have a clear understanding of their role and responsibility but often lack the knowledge of how their work areas can affect and complement each other. In consequence, this can lead to an unintentional, high non-compliance risk as well as high costs in terms of manpower. Therefore, ITAMOrg recommends that the course is attended by several employees from different functions in order to identity teamwork potentials.

I can strongly recommend this course to anyone who can benefit from a stronger insight in the ITAM workflow in their organisation and an understanding of the ITAM areas and how they relate. In this sense, the course can contribute to a proactive approach instead of a reactive approach when we face ITAM issues.
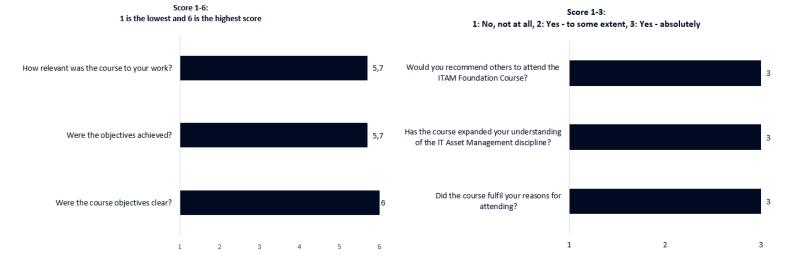
Lasse Løye Meldgaard, Procurement & Sourcing, Agency for Governmental IT services, Denmark

ITAM best practices

A main purpose of The ITAM Foundation Course is to provide the attendees with knowledge they can implement in their everyday work when facing ITAM issues and challenges. Therefore, the course is based on Service Management best practices and the ISO standards (ISO 55000 and 19770).

The Foundation Course gives a good insight in how all the different management blocks interconnect and how their roles affect each block. The trainer was excellent at delivering the course and his experience helped map ITAM concepts/ framework/processes with real-life work environment. I learned a lot, all of which I will be applying at work.

Jayesh Patel, SAM Administrator, Dixons Carphone, UK.

Evaluation of the ITAM Foundation Course held at Purple Griffon, London, May 2015

Score 1-6:
1 is the lowest and 6 is the highest score

How relevant was the course to your work?	5,7
Were the objectives achieved?	5,7
Were the course objectives clear?	6

Score 1-3:
1: No, not at all, 2: Yes - to some extent, 3: Yes - absolutely

Would you recommend others to attend the ITAM Foundation Course?	3
Has the course expanded your understanding of the IT Asset Management discipline?	3
Did the course fulfil your reasons for attending?	3

Source: Evaluation by Purple Griffon and Fredslund Research, 2015