

COURSEWARE

ITAMOrg[®] Software Asset Management Specialist Courseware

ITAM rg

GIVING YOU THE KNOWLEDGE TO PERFORM

ITAMOrg® Software Asset Management Specialist
Courseware

Colophon

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Publisher about the Courseware

The Courseware was created by experts from the industry who served as the author(s) for this publication. The input for the material is based on existing publications and the experience and expertise of the author(s). The material has been revised by trainers who also have experience working with the material. Close attention was also paid to the key learning points to ensure what needs to be mastered.

The objective of the courseware is to provide maximum support to the trainer and to the student, during his or her training. The material has a modular structure and according to the author(s) has the highest success rate should the student opt for examination. The Courseware is also accredited for this reason, wherever applicable.

In order to satisfy the requirements for accreditation the material must meet certain quality standards. The structure, the use of certain terms, diagrams and references are all part of this accreditation. Additionally, the material must be made available to each student in order to obtain full accreditation. To optimally support the trainer and the participant of the training assignments, practice exams and results are provided with the material.

Direct reference to advised literature is also regularly covered in the sheets so that students can find additional information concerning a particular topic. The decision to leave out notes pages from the Courseware was to encourage students to take notes throughout the material.

Although the courseware is complete, the possibility that the trainer deviates from the structure of the sheets or chooses to not refer to all the sheets or commands does exist. The student always has the possibility to cover these topics and go through them on their own time. It is recommended to follow the structure of the courseware and publications for maximum exam preparation.

The courseware and the recommended literature are the perfect combination to learn and understand the theory.

-- Van Haren Publishing

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Van Haren Publishing (VHP) specializes in titles on Best Practices, methods and standards within four domains:

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- Architecture (Enterprise and IT)
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Topics are (per domain):

IT and IT Management

ABC of ICT
ASL®
CATS CM®
CMMI®
COBIT®
e-CF
ISO/IEC 20000
ISO/IEC 27001/27002
ISPL
IT4IT®
IT-CMF™
IT Service CMM
ITIL®
MOF
MSF
SABSA
SAF
SIAM™
TRIM
VeriSM™

Enterprise Architecture

ArchiMate®
GEA®
Novius Architectuur
Methode
TOGAF®

Business Management

BABOK® Guide
BiSL® and BiSL® Next
BRMBOK™
BTF
EFQM
eSCM
IACCM
ISA-95
ISO 9000/9001
OPBOK
SixSigma
SOX
SqEME®

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A4-Projectmanagement
DSDM/Atern
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ISO 21500
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P3O®
PMBOK® Guide
Praxis®
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Self-Reflection of understanding Diagram

‘What you do not measure, you cannot control.’ – Tom Peters

Fill in this diagram to self-evaluate your understanding of the material. This is an evaluation of how well you know the material and how well you understand it. In order to pass the exam successfully you should be aiming to reach the higher end of Level 3. If you really want to become a pro, then you should be aiming for Level 4. Your overall level of understanding will naturally follow the learning curve. So, it’s important to keep track of where you are at each point of the training and address any areas of difficulty.

Based on where you are within the Self-Reflection of Understanding diagram you can evaluate the progress of your own training.

| <i>Level of Understanding</i> | <i>Before Training (Pre-knowledge)</i> | <i>Training Part 1 (1st Half)</i> | <i>Training Part 2 (2nd Half)</i> | <i>After studying / reading the book</i> | <i>After exercises and the Practice exam</i> |
|--|--|-----------------------------------|-----------------------------------|--|--|
| <i>Level 4 I can explain the content and apply it .</i> | | | | | |
| <i>Level 3 I get it! I am right where I am supposed to be.</i> | | | | | <i>Ready for the exam!</i> |
| <i>Level 2 I almost have it but could use more practice.</i> | | | | | |
| <i>Level 1 I am learning but don't quite get it yet.</i> | | | | | |

(Self-Reflection of Understanding Diagram)

Write down the problem areas that you are still having difficulty with so that you can consolidate them yourself, or with your trainer. After you have had a look at these, then you should evaluate to see if you now have a better understanding of where you actually are on the learning curve.

Troubleshooting

Problem areas:

Topic:

Part 1

Part 2

You have gone through the book and studied.

You have answered the questions and done the practice exam.

INDICATIVE AGENDA OF COURSE

This agenda is indicative only for students in Software Asset Management practitioner course. The agenda shows what is expected to be reviewed during a day. Times are flexible as teaching is dynamic and there must be room and opportunity for questions and talk that may be expected to occur as part of an SAM course.

| Day 1 | Start | End |
|--------------------------|-------|-------|
| Introduction to course | 09:00 | 09:45 |
| Key concept of SAM | 09.45 | 10.30 |
| Break | 10.30 | 10.45 |
| Key Concept of SAM cont. | 10.45 | 12.00 |
| Lunch | 12.00 | 12.45 |
| Key Concept of SAM cont. | 12.45 | 13.30 |
| SAM Principals | 13:30 | 14:45 |
| Break | 14.45 | 15.00 |
| SAM Principals cont. | 15:00 | 17:00 |

| Day 2 | Start | End |
|---|-------|-------|
| Introduction to day 2 SAM course | 09:00 | 09.15 |
| SAM practices | 09.15 | 10.15 |
| Break | 10.15 | 10.30 |
| SAM implementation Tier 1 practices | 10.30 | 12.00 |
| Lunch | 12.00 | 12.45 |
| SAM implementation Tier 1 practices cont. | 12.45 | 14.00 |
| Break | 14.00 | 14.15 |
| SAM implementation Tier 2 practices cont. | 14:15 | 17.00 |

| Day 3 | Start | End |
|---|-------|-------|
| Introduction to day 3 SAM course | 09:00 | 09.15 |
| SAM implementation Tier 3 practices | 09.15 | 10.30 |
| Break | 10.30 | 10.45 |
| SAM implementation Tier 3 practices cont. | 10.45 | 12.00 |
| Lunch | 12.00 | 12.45 |
| QA SAM course | 12.45 | 13.15 |
| EXAM preparation and Moch Exam | 13.15 | 14.30 |
| Break | 14.30 | 14.45 |
| Preparation and examination | 14.45 | 16.00 |

Welcome



Welcome to Software Asset Management

Introduction to the Course

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1

Safety



Involvement



Present yourself



Course objectives

ITAM^{Org} Course objectives

- ▶ At the end of this course, you will have gained the knowledge and skills to:
 - Comprehend Software Asset Management as a practice
 - Understand the SAM Lifecycle
 - Know the generic concepts and definitions
 - Understand the key principles and models used behind the processes
 - Understand the SAM Roles and Responsibilities
 - Comprehend the technology and architecture of SAM

Introduction to course

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Challenges



The slide features a white background with a green geometric pattern on the right side. The ITAM.org logo is in the top left corner. A vertical text label 'Introduction to course' is on the left edge. The main content is a bulleted list of challenges, followed by a question. The footer contains copyright information and a small logo.

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Typical challenges

- Business is dependent on IT
- Business is under pressure - financial/competition/customers
- IT infrastructure is becoming more complex
- Software is the gatekeeper for Cybercrime
- Agile development of software
- Keep software under control in a mobile world
- Software licensing are complex

Do you recognize any of the above?

Introduction to course

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Outline

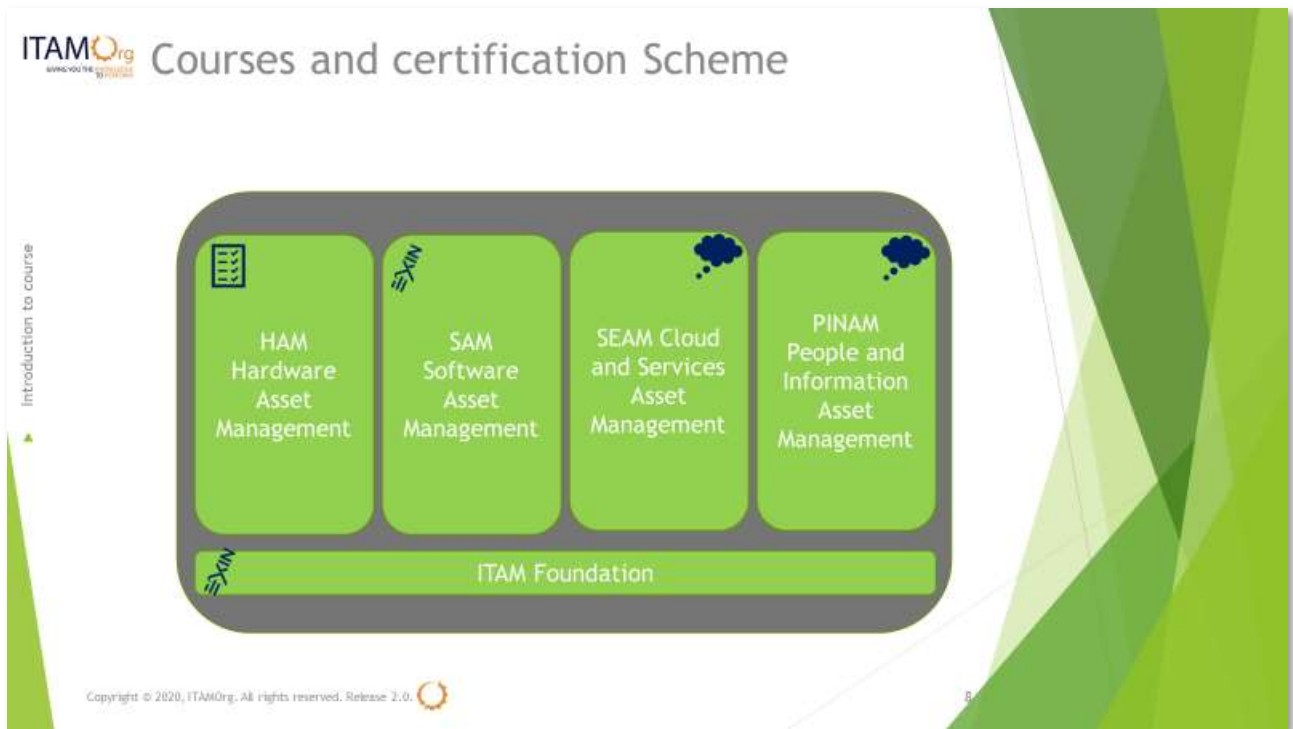


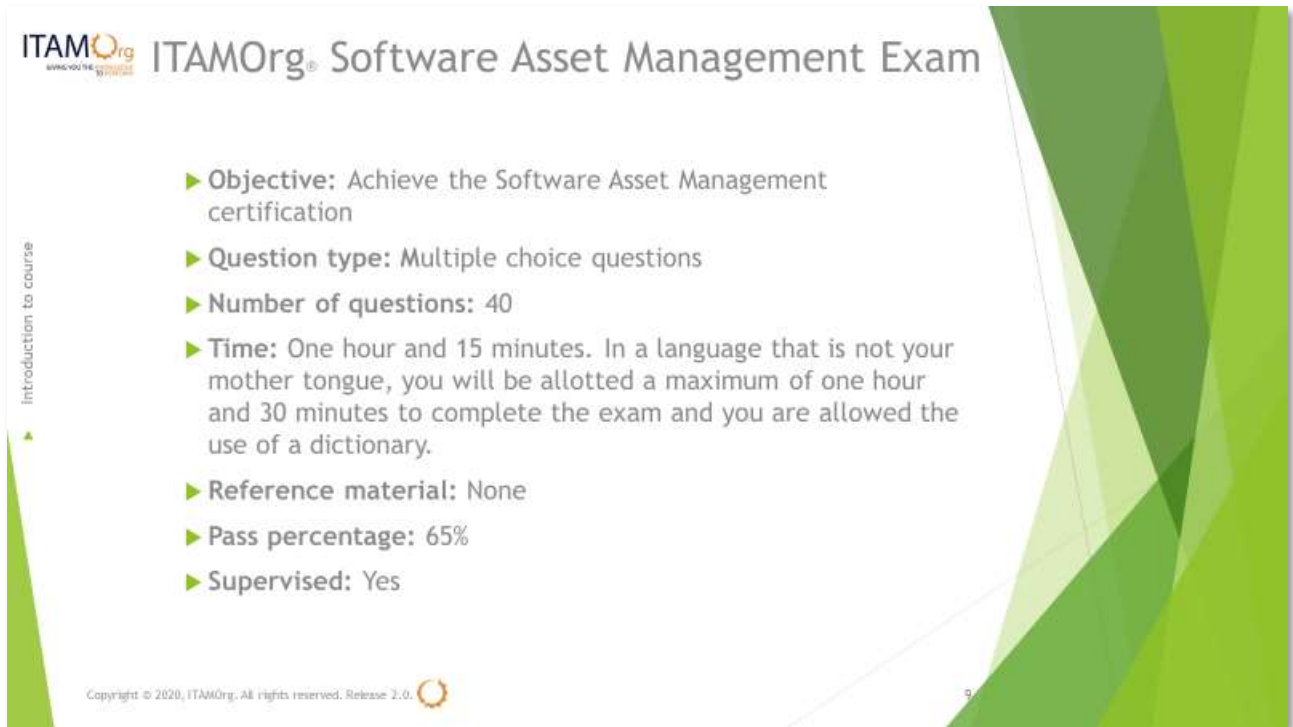
The slide features the ITAM logo (ITAM.org) and the text 'Course outline'. A table details the course content over three days. The slide is decorated with green geometric shapes on the right and bottom edges. A vertical label 'Introduction to course' is on the left, and a small number '7' is in the bottom right corner.

| Day 1 | Day 2 | Day 3 |
|---|----------------------------------|------------------------------|
| Key concept of SAM course | Key concept of SAM as a practice | Implementation of SAM Tier 3 |
| Introduction to Software Asset Management | Implementation of SAM Tier 1 | Exam preparation |
| Introduction to Business case | Implementation of SAM Tier 2 | Exam |

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Certification





The slide features a white background with a green geometric pattern on the right side. The ITAMOrg logo is in the top left corner. The main title is 'ITAMOrg Software Asset Management Exam'. A list of exam details is centered on the slide. A vertical text label 'Introduction to course' is on the left. The footer contains copyright information and a small logo.

ITAMOrg MANAGING YOUR SOFTWARE ASSETS **ITAMOrg** Software Asset Management Exam

- ▶ **Objective:** Achieve the Software Asset Management certification
- ▶ **Question type:** Multiple choice questions
- ▶ **Number of questions:** 40
- ▶ **Time:** One hour and 15 minutes. In a language that is not your mother tongue, you will be allotted a maximum of one hour and 30 minutes to complete the exam and you are allowed the use of a dictionary.
- ▶ **Reference material:** None
- ▶ **Pass percentage:** 65%
- ▶ **Supervised:** Yes

Introduction to course

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Get more Information

ISO19770 (Standard for IT Asset Management)

[Www.iso19770.org](http://www.iso19770.org)

ITIL4 – ITAM practices

<https://www.axelos.com/welcome-to-til-4>

ITAM News and fees

www.itamchannel.com

ITAMOrg memberships and activities

www.itamorg.com