



**SPARTAN**  
Allied Services

*Deliver Results - Create Value*

# ITIL® 4 Specialist: IT Asset Management Program Outline

## Program Overview

The ITIL 4 IT Asset Management module is structured and aligned around the ITIL framework and the ITIL Practice Guides. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 IT Asset Management publication.

## Duration

3 days\*

*\*Please note that the duration of the virtual training may vary, subject to further notice.*

## Pre-requisite

An ITIL4 Foundation certification

## Examination Details

- 40 questions
- Multiple choice
- 26 out of 40 marks required to pass (65%)
- 90 minutes
- Closed book

## Learning Objectives

At the end of the course, the participant should be able to:

- understand key concepts, principles, value and challenges of the IT Asset Management practice.
- Learn the best practice guidance at both strategic and operational levels on how to
  - maximize value creation
  - control costs
  - manage risks
  - meet regulatory and contractual requirements,
  - support decision-making about the purchase, re-use, retirement, and disposal of IT assets including their impact on sustainability.

## High-Level Outline

- Understand the key concepts of ITAM
  - Identify the purpose, PSFs, and value of the ITAM practice
  - Apply iterative and interdependent scoping to IT asset types and IT asset register
  - Understand the benefits of standard IT assets
  - Understand the ITAM relationship with governance, compliance, and policies of the organization
  - Apply an organization's sustainability objectives to ITAM
  - Identify the key challenges of ITAM
- Understand ITAM value streams and processes
  - Understand the roles and relationships of service value streams, practices, and processes in creation of value

### 3 | ITIL® 4 Specialist IT Asset Management

- Identify the value of a common approach to IT asset lifecycle management
  - Recognize the sustainability aspects of IT asset decommissioning and disposal actions
  - Know how to verify, audit, and analyse IT assets
  - Apply the concept of IT asset lifecycle models to facilitate consistent handling of specific IT asset types
  - Understand the critical nature of records and documentation to IT asset lifecycle management
  - Know how to integrate ITAM in the organization's value streams
  - Identify the relationship between ITAM and the Service configuration management practice
- 
- Understand ITAM roles, skills and organizational solutions
    - Understand the key skills required for ITAM
    - Describe the responsibilities of the following roles
    - Know how to apply the LACMT model to ITAM activities
    - Know how to position ITAM within an organizational structure
  
  - Understand how information and technology supports and enables ITAM
    - Identify the key inputs and outputs of the ITAM practice
    - Describe the key ITAM automation tools and their role in the practice
  
  - Understand the role of partners and suppliers in ITAM
    - Understand the types of service relationships (basic, cooperative, partnership)
    - Understand the complexity of service relationships
    - Describe a consistent approach to ITAM across the organization's ecosystem
  
  - Know how to develop ITAM organizational capabilities
    - Understand the following key concepts of the ITIL maturity model
    - Know how to apply capability criteria to plan ITAM capability development
    - Identify key metrics and methods for improving ITAM capabilities
    - Apply the key steps of the ITAM capability development

## Why Choose SAS Management Inc.?

### We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications that are recognized globally.

### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is a training provider that seeks to understand the needs of the clients. Our goal is to CREATE VALUE for your organization.

### Partners and Affiliates

