



## CITAM Certified IT Asset Manager

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The CITAM Course, intended to guide individuals within the profession and align the needs of the organization with ITAM best practices for the benefit of the organization, was originally developed by professional IT Asset Managers to codify a number of existing IAITAM professional development programs. IAITAM's Certification in IT Asset Management has evolved over the years to accommodate the changes in the profession which caused an evolutionary change in the course as well. This hands-on course will allow professionals to review existing infrastructure, policies and processes and work from the existing model and plan a real-world IT Asset Management Program for the future - one that is applicable to the global work place and inclusive of a widely dynamic range of issues as well as properly managing IT assets across the enterprise.

The primary purpose of this course is to educate ITAM professionals to manage IT assets while aligning with the organizational business drivers that promote ROI, reduces risk and increases productivity. By attending this course the attendee will be able to understand and utilize the dependencies, relationships and benefits of the KPAs found within an effective IT Asset Management Program; specify and define the duties and responsibilities necessary to be an effective IT Asset Manager; as well as be able to obtain and display an understanding of the resources and commitment necessary to implement a fully functional IT Asset Management Program.

A few of the topics covered include:

- What is a Certified IT Asset Manager
- ITAM Key Process Areas
- Basic SWOT Analysis
- Roles and Responsibilities
- ITAM Project Management
- Finance Management
- Acquisition Management
- Asset Identification Management
- Vendor Management
- Compliance & Legislation Management
- Disposal Management
- Documentation Management
- Project Management
- Communication & Education Management
- Program Management
- Policy Management

### ◇ COURSE SUMMARY

The Certified IT Asset Manager ("CITAM") Course is aligned with the IAITAM Best Practices Library ("IBPL"). Attendees will learn about the entire ITAM Program and take with them the foundation plan for starting or improving their organization's ITAM Program. The intense five day course with certification is packed full of information and real-world experiences designed to make your ITAM Program more effective, efficient and the CITAM Certification will lend notable credibility to both you and your ITAM Program.

This course addresses each of the Key Process Areas ("KPAs") identified within the IBPL and that when combined; empowers an organization and maximizes the value of their IT assets. The core processes that encompass the ITAM Program will be reviewed and the pertinent projects that will assist the organization in building a productive and profitable business unit will be addressed.

*The course consists of the following components:*

- CITAM Course Student Workbook
- CITAM Course Instructor Presentation Book
- CITAM Instructor Daily Presentation and interaction with attendees
- CITAM Course Manual



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