General Class Information – Revised 23 September 2016:

ICES is a partner with the International Association of IT Asset Managers (IAITAM), a global organization of IT asset management professionals. The ICES IAITAM Approved Training Organization (IATO) offers all six IAITAM certification classes. Two are general in nature:

- Certified Asset Management Professional (CAMP) – a 2-day basic course intended for all individuals involved in IT Asset Management (ITAM)
- Certified IT Asset Manager (CITAM) – a 4-day in-depth course intended for personnel with overall ITAM oversight and management.

And four 2-day courses targeted at specific areas of ITAM for more in-depth coverage:

- Certified Software Asset Manager (CSAM)
- Certified Hardware Asset Management Professional (CHAMP)
- Certified Mobile Asset Manager (CMAM) – Mobile Assets uniquely blend hardware and software concerns as well as carrier and other considerations.
- Certificate in IT Asset Disposition (CITAD) – An increasingly important discipline given the risks of disposing of IT Assets.

Frequently Asked Questions about our courses:

1. **What does the class cost cover?** The cost includes a classroom setting, the instructor, all books and materials, and the certification exam.

2. **Are the costs negotiable?** The tuition is negotiable if the classroom setting is provided or if an organization is registering more than 10 students.

3. **How are classes delivered**? We teach in a conference room setting because the interaction of the students is as important as the presentation of the material to enhance the understanding of ITAM.

4. **Are there pre-class readings or homework involved?** There are no pre-readings for the course. With the exception of CITAM there is no homework involved other than reading the chapters of the provided manual between days one and two. This reading should take no more than a couple of hours. CITAM does have homework and reading, requiring roughly 1-2 hours between each class. The homework serves to help students improve the design of their ITAM organization.

5. **What is the certification exam like?** IAITAM administers the online examination for each of the courses. The exam consists of 100 questions, both multiple choice and true/false, drawn from the manuals and presentations. Students have 5 hours to complete the open book exam within 28 calendar days of completing the course. Students receive two opportunities to take the exam with a minimum of 48 hours between the two tries. Students must answer 85% of the questions to pass. It is in the best interests of the student to take the exam soon after the course, but no later than about 21 days, to allow plenty of time should a second try be required. With proper application and preparation, students

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should have no trouble achieving certification. IAITAM reports that roughly 85% of students pass the exam.

6. **How much time is required to prep for the exam?** It is largely dependent on the learning style of the student. If the student reads the manual thoroughly, pays attention in the course, and reviews the class presentations, cross referencing as necessary between slides and manual, the exam can be passed. Students find that between 2 and 4 hours are normal for preparing to take the exam.

7. **What happens if a student fails the second time?** If a student fails the first attempt, our staff of engineers will work with them, should they ask for help, before a second try. If a student cannot find time within the 28-day period to take the first attempt <u>and</u> second attempt (if needed), a one-time thirty-day (30) extension can be purchased for $50.00. The student must request this option directly from IAITAM before the initial 28-day window expires. If the student fails the second time, then IAITAM requires the class be retaken which will entitle the student to a 3rd and 4th try.

8. **How long will it take for me to get my exam results?** *Students are notified upon submission of the exam if they have passed*. Upon successfully passing the exam, the students may print a certificate of completion and if desired, check a box for IAITAM to notify their organization of their certification.

9. **What accommodations are made for students with special needs in the class and examination?**

ICES will make every reasonable effort to accommodate special needs. Please contact the Lead Trainer or Registrar with special needs or list them in the comments section of the registration page. In the latter case, you will be contacted to discuss your needs.

10. **What happens if the class does not fill or is cancelled?**

ICES requires a minimum of 4 students to offer a class. If the class does not fill, the student will be scheduled in the next available date or an alternative date of their choosing.

11. **Why do you offer weekend classes?** Two reasons:

A. Most of our students have regular jobs and we are trying to provide time that does not interfere with their regular jobs.
B. Our staff of 6 highly trained systems engineers and program managers supports Federal agencies during the week. All work supporting IT Asset Managers with technical subject matter expertise. Staff availability to offer weekday courses is therefore restricted. However, if 5 or more students are requesting a specific date, special arrangements will be made to accommodate that request as best we can.

Should you have additional questions, please feel free to contact our lead trainer, Dr. Steven R. Ligon, Ph.D. at 703-943-0353 or by email steve.ligon@ices-inc.net. The Registrar, Demetrius Strickland is also

available to answer questions Demetrius.strickland@ices-inc.net. We look forward to seeing you or your students in our classes.