

General Class Information – Revised 22 December 2015:

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. **How much do they cost?** 2-day courses cost \$1375 per student. The 4-day course (CITAM) cost is \$2150.
2. **What does the class cost cover?** The cost includes a classroom setting, the instructor, all books and materials, and the certification exam.
3. **Are the costs negotiable?** The tuition is negotiable if the classroom setting is provided or if an organization is registering more than 5 students.
4. **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.
5. **Are there pre-class readings or homework involved?** 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. There are no pre-readings for the course. 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.
6. **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 should have no trouble achieving certification. IAITAM reports that roughly 85% of students pass the exam.

7. 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.

6. 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 both the first attempt and second attempt (if needed); a one-time thirty (30) day extension can be purchased for \$50.00. The student must request this option directly from IAITAM before the initial 28-day window expires.

7. Why do you offer most of your classes on weekends? Two reasons:

- A. Many 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. During the week, our staff is not generally available to offer classes. However, we do offer some classes during the week or, 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. We look forward to seeing you or your students in our classes.

