IT Service Management – IT ASSET MANAGEMENT

Learn the basics of IT asset management in one day

This course is delivered in 1 day interactive workshop mode1 and covers the key concepts needed for effective IT asset management

LANGUAGE

Course delivery and courseware are in English.

COURSE OBJECTIVES

Participants will acquire the knowledge and skills necessary to:

• define the scope of their IT asset management process;
• optimize inventory management;
• manage licenses and software;
• manage the life cycle of your IT assets;
• structure the asset database;
• integrate with enterprise asset management;
• integrate with IT Service Management Processes (ITIL).

TARGET AUDIENCE

Staff familiar with ITIL, involved in managing IT assets within the IT department

The maximum size of the group is 18 participants.

CONTENT

The following items are covered in this course:

• Inventory management and optimization;
• Software and license management;
• Ensure compliance with licensing agreements;
• Management of IT hardware assets;
• Manage the asset life cycle
• Integration of asset management with IT Service Management (ITIL®).
• Exercises of application of the concepts in company.

COURSE STRUCTURE

This course includes a series of interactive presentations complemented by classroom exercises reflecting the concepts covered.

COURSE PLAN

9:00 - 12:00 theory about IT asset management
13: 00 - 14: 00 Exercise 1
14: 00 - 15: 00 Integration with ITSM
15: 00 - 16: 00 Exercise 2
16: 00 - 16: 30 Conclusion

PREREQUISITES

No prerequisites, although ITIL® Foundation training is beneficial.

LITERATURE (INCLUDED)

Participants will receive a learner's guide.

EXAM

This course does not include an exam