

ISEB Certificate in Software Asset Management Essentials

Duration: 3 days

This qualification covers the Software Asset Management (SAM) processes as described in the SAM module within the IT Infrastructure Library (ITIL) and closely follows the ISO 19770-1:2006 Standard. The qualification also considers the interdependencies between ITIL Service Management principles in general and SAM.

The course will enable delegates to confidently sit the multiple choice BCS/ISEB Certificate in Software Asset Management Essentials exam which is taken on the final afternoon of the course.

Deliverables

On completion of this course delegates will be able to demonstrate their competence in, and their ability to:

- describe the objectives and major activities required to implement SAM
- explain and use SAM techniques and processes
- be aware of the support tools and techniques available for the implementation of SAM and be able to indicate how possible improvements can be made
- manage software assets through the stages of their lifecycle
- prepare and distribute SAM reports and plans throughout the organisation.

Who should attend?

The course will benefit anyone who is involved or is about to be involved in the SAM process e.g. IT Managers (and others working in the IT Department), IT Auditors and Software Compliance Officers.

Pre-requisites

Candidates should have 1-2 years experience in IT and be involved in the management or procurement of software. They should also have a good awareness of IT Service Management terminology and concepts. Candidates will be greatly advantaged if they already hold the Foundation Certificate in IT Service Management.

Course style

The Software Asset Management Essentials course is a mixture of traditional classroom training, syndicate exercises, mock exams and group discussions. There is a small amount of evening work which is mainly the revision of the comprehensive courseware notes. URM's consultants are on hand throughout the 3 days, including the evenings, to answer delegates' questions.

Benefits

By the end of the course, delegates will have a clear understanding of all the key components of SAM best practice and be able to return to their organisation and make a significant contribution to the SAM process. Delegates will benefit from the practical experiences of URM's trainers who are all practising SAM and risk management specialists.

Course topics

SAM: Introduction, principles and impacts

- Activities involved in SAM
- Development and evolution of SAM
- Need for SAM and principles involved
- Plans of approach to the implementation of SAM
- Potential benefits, costs and problems associated with software and its usage
- Organisational risks associated with software and its usage
- Special characteristics of software assets and software licenses
- SAM processes and potential areas of weakness
- Software supply chain and the roles of the organisations involved.

Business case for SAM

- Considerations and the content of a SAM business case
- Obtaining appropriate information to produce a SAM business case
- Production of a SAM business case.

SAM roles and responsibilities

- Defining and agreeing roles and responsibilities
- Organisational factors to be considered
- Specific responsibilities inc. audit, reconciliation work and contract management.

The SAM processes

- Overall SAM process framework
- Stages in the lifecycle of software assets
- SAM processes groups and polices and procedures required.

Implementation of SAM

- Stages and activities involved including initiation
- Outline plan for the implementation of SAM
- Resource requirements of project and business as usual activities.

Tools and techniques

- Types of SAM tools and their usage
- Criteria, justification, selection and procurement of appropriate tools
- Management and maintenance of SAM information.

Reporting

- SAM related reports required throughout the organisation
- Measurements, metrics and Key Performance Indicators (KPIs) of SAM
- Report analysis and instigation of process improvements.

Interfaces and dependencies

- Interfaces with other IT and Service Management processes
- Inter dependencies of one on the other.

Course cost

Please contact 0118 902 7298

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www.ultimariskmanagement.com

Location

The training takes place at a dedicated training centre in Wyboston Lakes, Bedfordshire

To register

For all enquiries, including dates please contact

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