

ISEB Certificate in Software Asset Management Essentials (CSAME)



Duration: 3 Days

Deliverables

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

BCS ISEB Examination

After taking the course delegates will be able to sit a formal 1 hour examination set by BCS ISEB.

The examination will comprise of:
40 multiple choice questions

Students will need to obtain a pass mark of at least 26/40 to pass the examination.

This qualification covers the Software Asset Management (SAM) processes as described in the SAM module within 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.

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.

Ultima Place, 448a Basingstoke Road
Reading, Berkshire, RG2 0RX

Phone: 0845 838 2084

Fax: 0118 902 7451

www.ultimariskmanagement.com

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 to the 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 process

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

Implementation of SAM

- Stages and activities involved including initiation
- Outline plan for the implementation of SAM
- Resource requirements of product 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 7453,
info@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 0118 902 7453
info@ultimariskmanagement.com
www.ultimariskmanagement.com