

Practitioner Certificate in Software Asset Management (PCSAM)



Duration: 5 Days

Deliverables

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

- Explain the full software asset management (SAM) lifecycle including associated risks and benefits
- Perform an ISO 19770 compliant risk assessment
- Complete a successful business case for implementing SAM
- Plan an effective SAM programme including establishing KPIs and resource requirements
- Implement SAM with full use of appropriate tools, policies and procedures
- Establish and maintain control of SAM with a continuous improvement framework such as Plan-Do-Check-Act (PDCA)
- Explain software licensing management.

ISEB Examination

The course fully prepares the delegate to sit the 3 hour examination set by BCS/ISEB. The examination, which is held quarterly, comprises of 5 questions based on a scenario. Students need to obtain a pass mark of 60%. If a mark of over 80% is achieved, a distinction will be awarded.

This qualification covers the Software Asset Management (SAM) processes as described in the SAM module within IT Infrastructure Library (ITILv3) 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 BCS/ISEB Practitioner Certificate in Software Asset Management exam.

Who should attend?

The course will primarily benefit those already involved in the areas of SAM including IT process/ asset managers and software compliance managers.

Pre-requisites

A pass in the ISEB Certificate in Software Asset Management Essentials (or equivalent) is mandatory to attend this course.

Course style

This is a 'Practitioner' course and leans heavily on discussions and workshops designed to reinforce the concepts being taught and to build the delegates confidence in implementing SAM. The course is also designed to encourage debate, and the sharing of knowledge and experience between delegates.

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Benefits

By the end of the course, delegates will have a detailed understanding of all the key components of software asset management, and be able to return to their organisation and make a significant contribution to the software asset management process.

Delegates will benefit from the practical and extensive experiences of URM's trainers who are all practising software asset management specialists.

Course Topics

Introduction to SAM

- The scope of SAM including benefits, risks and costs
- What is SAM including the development of SAM and the software lifecycle
- How SAM fits into the organisation's culture including awareness and training

The Business Case

- Conducting an ISO 19770-1 compliant risk assessment
- Creating an appropriate business case for implementing SAM

Planning for SAM

- Establish the scope and size for SAM
- Define all objectives, KPIs, CSFs and deliverables
- Identify resource requirements and implementation plans

Implementation

- Establish a software policy
- Change controls for SAM tools
- Manage the software licences
- The software audit
- Measure against objectives
- The transition to business as usual (BAU)

Establishing and Maintaining Control and the Software Licensing Overview

- Maintain and monitor the processes
- Establish a method of continuous improvement
- Detecting, escalating and managing exceptions
- What is a licence and when it is required?
- Licence types
- Licence management including handling upgrades
- The distribution chain

Exercises

This is a highly interactive 5 day course with at least 50% of the time spent in group exercises working through real life SAM issues and tasks such as:

- Carrying out a risk assessment on the business
- Building a business case from scratch
- Assessing, categorising and choosing a SAM partner based on quotations received
- Devising a communications plan to go to all staff explaining the SAM project
- Creating a comprehensive 'Request for Information' document to send to the SAM tool providers
- Constructing a full implementation plan for SAM
- Creating a comprehensive set of policies to control usage
- Creating a detailed procedure for the protection and retention of software licences
- Understanding and identifying counterfeit licenses.

Course Cost

Please contact 0118 902 7453

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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

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