IAITAM's Certified Hardware Asset Management Professional Course Syllabus

Course Summary
The IAITAM Certified Hardware Asset Management Professional ("CHAMP") course is designed to address the numerous issues plaguing professionals in the management of today's hardware assets. The flow of instruction will meticulously follow the complete lifecycle of IT hardware assets beyond the scope of the "cradle to grave" analogy, and will address straight-forward business practices that can be used to manage those assets efficiently and cost-effectively. Emphasis is placed on identifying the policies that enhance hardware asset lifecycle management. You will learn why policies are most effective if developed by a cross-section of all impacted departments, reviewed on a regularly scheduled basis to remain parallel with organizational changes, and must be clearly communicated and equally enforced.

Increased Asset Value by Effective Management
Increasing ROI and reducing TCO are much more than mere terms. Proper asset management will notably increase return on investment for every asset. Identifying and eliminating hidden costs is imperative in today's economy of reduced IT budgets; precisely when savings are more important than ever. Organizations that had never before heard of asset management are beginning to understand the value of educating their staffs and implementing these business practices to maximize the value of every IT dollar spent. The best measure of success for the Hardware Asset Manager is to capture and utilize these savings towards freeing up a percentage of the hardware asset budget to allow funding for other projects within the organization. These enhanced asset management actions will help change what used to be considered a "cost center" into a "profit center".

Creating order From IT Lifecycle Management Chaos
The newly revised CHAMP course closely examines the detailed lifecycle functions involved in organizational Hardware Asset Management. As industry standards, mandates and business practices evolve, the Hardware Asset Manager must maintain control over all of the organizational assets utilizing proven processes, all the while adding value, mitigating risk, and improving performance. Emphasis is placed on a streamlined process which identifies policies that enhance lifecycle management from inception to grave. To best accomplish this task, the CHAMP course is now divided into 5 clearly defined sections which include:

➢ Section 1 Setting up the Hardware Asset Management Program
➢ Section 2 Procurement Through Acceptance
➢ Section 3 Managing the Life of the Asset
➢ Section 4 Managing the Inventory
➢ Section 5 Distribute or Disposal

Important topics within these sections include:
- Contractual Opportunities and Negotiating Agreements
- Hardware Contract Management Techniques
- Receiving Models and Asset Tagging Methods
- Life Cycle Management – Developing IMAC Processes and Procedures
- Communication and Education Management Standards
- Planning and Implementing Change
- Discovery and Repository Tools
- Asset Disposal and Legal Issues Involved
- Fixed and Leased Assets
- Organizational Influences on Managing Assets

Asset Disposal Management
Probably one of the least well-developed processes for asset management in the past; Disposal Management has received a great deal of attention in recent years thanks to auction sites, the

growth of a secondary usage market and the United States Environmental Protection Agency's (EPA) activities, all of which are drawing attention to environmental issues and enforcements.

Disposal Management is the means and practice of finding proper disposition for assets that have reached their end of life cycle and are no longer of value to an organization. Asset Disposal impacts several business units within the organization including, but not limited to: IT, Finance, Human Resources, Procurement and Legal. The methods used to destroy assets may be constrained by government regulations, vendor licensing agreements, and organizational policy.

A mature Disposal Process will allow an enterprise to avoid costly storage of unused assets, mitigate risk associated with asset disposal, ensure proper reallocation of software, plus the security of information will be established and maintained before the disposal process allowing proper disposal methods to increase the overall asset return on investment (ROI).

With the volatility of today's economy and the reduction of the IT budgets, finding savings is more important than ever. The CHAMP course contains the information needed to implement processes that will maximize the value of every IT asset disposal dollar spent.

Two methods of instruction offered:
Instructor led (in person) – **Class room; various locations**. Conducted in 2 full day sessions

Interactive (live) online instruction – Conducted in either 2 full day sessions or 4 half day sessions

Armed With CHAMP Tools of Learning
This course exposes the student to numerous concepts for ITAM that are relevant for both a direct application and as a valuable means of discussion for those persons who will implement, manage and direct ITAM activities for their organizations. All of this is focused on hardware asset management as the primary knowledge sought by the student.
The CHAMP course consists of the following components:

➢ CHAMP Course Manual
➢ CHAMP Course Presentation Slide Book
➢ CHAMP Study Guide
➢ Interaction With Instructor during the Instruction Period

Who Should Attend
The CHAMP course in either mode of instruction is designed for those individuals with minimal to no experience in the field of Hardware Asset Management. This course is an essential learning tool for beginning IT Asset Managers and other IT professionals involved in asset management, resource budgeting, finance, software licensing, contract management and strategic planners. Although there are no prerequisites to this course, some knowledge of contracts and hardware life-cycle management is encouraged. A CHAMP certification test is available upon completion of this course for those who wish to become certified.

2 day Course Schedule (8 hours each day):
Day 1 – Introductions, Completion of Section 1, Some Portion of Section 2, Summary of
        Day 1 Instruction, Homework Assignment for Day 1

Day 2 – Homework Review, Question and Answer Period. Complete Remaining Sections
        2 Through 5. Class Summary, Question and answer Period Before end of Class

4 day Course Schedule:
Day 1 – Introductions, Course Presentation, Stopping at the Beginning of Section One

Day 2 – Previous Day Review Period, Questions. Continue with Course Presentation,

Stopping at the Beginning of Section Two

Day 3 – Previous Day Review Period, Questions. Continue with Course Presentation, Stopping at or Near the Beginning of Section 3

Day 4 – Previous Day Review Period, Questions. Continue with Remaining Course Presentation, Summary, Final Question and Answer Period

Learning Objectives:

Through successful completion of this course students will be able to:

- Implement and build inventory processes and controls including asset tagging, automation such as discovery tools and coordinate with the help desk in order to assure assignment of hardware assets to the correct resources based on standards, budgets and customer needs
- Maintain visibility into hardware inventory in use and in storage, building controls and data throughout the life of the asset in order to maximize savings and value such as reducing support and rollout costs while maintaining organizational efficiency and performance
- Develop, implement and promote program elements such as policies, processes, procedures and measurements for hardware acquisitions, installations, usage and disposition
- Ensure that all parties understand and adhere to legal requirements for managing hardware assets
- Provide the correct hardware for specified users and applications and refreshing at optimal intervals to obtain the best value and redeploying to eliminate unnecessary acquisitions
- Ensure processes include linkages between information elements such as uniquely identifying the contract so that relationships between the assets and other contract documents are tracked
- Utilize available resources to solve problems, aware that Hardware Asset Management issues interrelate and impact important business objectives
- Ensure disposal regulations are met, disposal properly executed and documentation maintained so that organizational data is secure, disposition choices are monitored and evaluated, software harvested and disposition vendors audited
- Plan and participate in the hardware elements of projects that improve the organization's efficiency, performance and goal attainment
- Provide strategic direction to the creation and maintenance of an effective Vendor Management program
- Empower, train and support all assigned Asset Management personnel
- Build and nurture productive relationships with all other business units, both those that have interaction with the IT business functions and those that are customers
- Encourage and maintain executive management support for all IT related endeavors
- Develop communication plans to increase employee awareness of Hardware Asset Management
- Conduct responsibilities and tasks in support of the CITAM

Learning Outcomes:

This course reviews the primary responsibilities involved in managing an organization's hardware assets and analyzes the in-depth knowledge, operational knowledge, and competence required for this area. Focus areas include maintaining the lifecycle, tracking, security, and auditing of technology hardware assets

- Design the architecture for an IT hardware asset management program
- Evaluate and apply the requirements of an organization's functions areas in the support of the IT hardware asset management program
- Create organizational requirements for the IT hardware asset management program
- Integrate the aspects of hardware asset management with technology auditing practices
- Evaluate IT hardware asset management processes
- Create approaches to improving an IT hardware asset management program
- Create an IT hardware asset management program roadmap and policies