

Course Title: ITIL® 4 Specialist IT Asset Management (ITAM)	Course Duration: 3.0 Days
Exam: Included	Exam Type: Proctored Exam
Qualification: ITIL® 4 Specialist IT Asset Management (ITAM) Certificate	

Course Syllabus

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will cover the following topics:

Course Overview

The ITIL® 4 journey continues with two new ITIL® 4 Extension Modules: ITIL® 4 Specialist Business Relationship Management (BRM) and ITIL® 4 Specialist IT Asset Management (ITAM) that will become available on 27 February 2023!

Our three-day ITIL® 4 Specialist IT Asset Management (ITAM) training course will give you a key understanding of IT Asset Management (ITAM) best practice guidance at all levels.

IT Asset Management (ITAM) supports decision-makers on all things IT assets, including their impact on sustainability.

Course Learning Outcomes

The ITIL® 4 Specialist IT Asset Management (ITAM) module will become available from 27 February 2023. Please [register your interest](#) in this ITIL® 4 Extension Module.

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course will explore the key concepts, principles, value and challenges of the IT Asset Management (ITAM) practice.

It will give you best practice guidance at both strategic and operational levels on how to maximise value creation, control costs, manage risks, meet regulatory and contractual requirements, and support decision-making about the purchase, re-use, retirement, and disposal of IT assets including their impact on sustainability.

In addition, the ITIL® Maturity Model is introduced as a tool to help you assess and measure the organisation's capabilities in service management and identify actions on improvement opportunities to develop IT Asset Management (ITAM) capabilities.

Audience

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course is suitable for the following roles:

- IT Managers
- Procurement Managers
- Financial Managers
- IT Operations Managers
- Project Managers
- Process Managers

- Contract Managers
- Risk Managers
- Business Continuity Managers
- Security Managers

Entry-Level Requirements

The [ITIL® 4 Foundation](#) certificate is the prerequisite for our ITIL® 4 Specialist IT Asset Management (ITAM) training course.

Recommended Reading

It might be useful to revise your [ITIL® 4 Foundation](#) level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist IT Asset Management (ITAM) training course includes the following materials:

- Pre-reading
- A Full Course Manual
- Quizzes
- Exercises

Exam Information

The ITIL® 4 Specialist IT Asset Management (ITAM) examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 IT Asset Management (ITAM) publication.

ITIL® 4 Specialist IT Asset Management (ITAM) Examination:

- Questions: 40
- Format: Multiple-Choice
- Duration: 90 Minutes
- Pass Mark: 26 / 40 (65%)
- Materials Allowed: None - Closed Book

Read the PeopleCert Official Guidance for [Windows Devices](#) and [MacOS Devices](#) for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or



permanent resident.

- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert / AXELOS certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. Previous certification holders will be given a grace period of six months to renew their certification, after which time they will be removed from the Successful Candidate Register (SCR).

What's Next

After you have completed our ITIL® 4 Specialist IT Asset Management (ITAM) training course, you should consider taking the other ITIL® 4 modules:

- [ITIL® 4 Specialist Create, Deliver & Support \(CDS\)](#)
- [ITIL® 4 Specialist Drive Stakeholder Value \(DSV\)](#)
- [ITIL® 4 Specialist High Velocity IT \(HVIT\)](#)
- [ITIL® 4 Strategist Direct Plan & Improve \(DPI\)](#)
- [ITIL® 4 Leader Digital & IT Strategy \(DITS\)](#)
- [ITIL® 4 Managing Professional \(MP\)](#)
- [ITIL® 4 Strategic Leader \(SL\)](#)
- [ITIL® 4 Specialist Sustainability In Digital & IT \(SDIT\)](#)
- [ITIL® 4 Specialist Acquiring & Managing Cloud Services \(AMCS\)](#)
- [ITIL® 4 Specialist Business Relationship Management \(BRM\)](#)

Additional Information

IT Asset Management (ITAM) is one of the most important elements for any business strategy. IT Asset Management will improve your business' cost control and risk reduction while increasing business value with IT Assets.

The ITIL® 4 Specialist IT Asset Management (ITAM) module is structured and aligned around the ITIL® Framework and the ITIL® Practice Guides.