

MANAGEMENT SYSTEMS STANDARDS IS 16419 Series - IT ASSET MANAGEMENT

About BIS:

- National Standards Body of India
- More than 20000 Indian Standards through more than 300 Committees

Process Standards

- Specification of the processes for a specific functional area
- Most market-significant approach is the ISO Management System Standard

Management System Standards

- Management System Standards (MSSs) are process standards written in an ISO-specified way
- Both 27001 (Information Security Management – ISM) and 19770-1 (IT Asset Management – ITAM) are Management System Standards (MSSs) using the ISO-mandated ‘high level structure and common wording’ from ‘Annex SL’ to ISO directives
- All MSSs (since ca 2013) also comply e.g. 9001 (Quality Management) and 14001 (Environmental Management)
- 20000-1 (IT Service Management) is currently being rewritten in this way
- All look the same at the top level; differences are in the detail, via *additions*

MSS High Level Structure

Introduction

1. Scope

2. Normative references

3. Terms and definitions

4. Context of the organization

4.1 Understanding the organization and its context

4.2 Understanding the needs and expectations of interested parties

4.3 Determining the scope of the XXX management system

4.4 XXX management system

5. Leadership

5.1 Leadership and commitment

5.2 Policy

5.3 Organizational roles, responsibilities and authorities

6. Planning

6.1 Actions to address risks and opportunities

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6.2 XXX objectives and planning to achieve them

7. Support

7.1 Resources

7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented information

7.5.1 General

7.5.2 Creating and updating

7.5.3 Control of documented information

8. Operation

8.1 Operational planning and control

9. Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.2 Internal audit

9.3 Management review

10. Improvement

10.1 Nonconformity and corrective action

10.2 Continual improvement

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What is ITAM:

IT Asset Management (ITAM) is a type of business management that is directly tied to an enterprise's IT infrastructure. ITAM is essentially a form of business process management (BPM) that focuses on the overall deployment, use and lifespan of products, rather than other IT management components. With ITAM, professionals review the an organization's total business hardware and software inventory and make comprehensive decisions about sourcing, use and all other aspects related to an asset lifecycle. ITAM managers are responsible for maintaining control over inventory and ensuring that business assets fit the organization's operating needs. Other ITAM goals include compliance with industry standards, best practices for environmental usage and efficient asset reuse or purchases.

Types and Components of IT Asset Management

- Software
- Hardware
- Mobile devices

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- The Cloud



Benefits of IT Asset Management:

- Maintain the complete IT Asset and configuration item (CI) list.
 - Maintain Configuration Management Database (CMDB) with proper access control and confidentiality
 - Maintain records for expired and decommissioned assets
 - Conduct capacity reporting on replenishing assets and consumables
 - Track and report on contract, license, AMC, support renewals etc
 - Identify, track, and prioritize corporate assets, especially [mission](#)-critical assets required for business continuity planning
 - Manage Contracts for the assets which are applicable
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ITAM Certification

ITAM Certification is based on:

1. Hardware Asset Management Overview

- Hardware Asset
- HAM Terminology
- Objectives of HAM
- Hardware Asset Maintenance and Support

2. Hardware Asset Lifecycle

- Hardware Asset Catalog
- Lifecycle Stages / Activities
- Hardware Asset Security

3. Hardware Agreements

4. Software Asset Management Overview

- Software Asset
- Software Asset Maintenance and Support
- SAM Terminology
- Objectives of SAM

5. Software Asset Lifecycle

- Software Asset Catalog
- Lifecycle Stages / Activities
- Software Asset Security

6. Software Agreements

- Agreement Structure and Licensing Programs
- Software License Models and Metrics
- What Leads to non-compliance?
- Software License Compliance Audits

7. IT Asset Data Management and Tools

- ITAM Attributes
- IT Assets Acquired
- Management Reporting
- ITAM Tool Requirements

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8. Systematic IT Asset Management – Overview

- International Standards for ITAM : ISO/IEC 19770 Family
- Overview of ISO/IEC 19770-1:2017
- Business case – Systematic IT Asset Management

Major Companies having professionals who have ITAM Certifications are from:

Accenture, ANZ, Aricent, Atos, AXA , British Council, British Telecom, Bureau Veritas, Capgemini, Cognizant, Colt, Cyient, Daimler, Deloitte, DTCC, EMC, Evalueserve, FIS Global, Genpact, Honeywell, HSBC, IDFC, Invesco, Iron Mountain, Linde, Military Institute of Technology, Mphasis, NTT Data, OPTUM, Parexel, Qualcomm, RRD, Samsung, Sears Holdings, Springer Nature, Steria, Sungard, Synchrotron, Tech Mahindra, TCS, Unisys, Vodafone, Wartsila, Wipro