

# International Business Software Managers Association

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## Assessing Software Asset Management Processes (according to ISO/IEC 19770-1)

### Practitioner Certificate Course



To register or view the course calendar, visit [www.IBSMA.com](http://www.IBSMA.com). This course is available for on-site instruction.

Are you a goal-oriented IT practitioner with drive, experience, and commitment to professional growth? Demonstrate your software asset management (SAM) competence by earning the Practitioner Certificate in Assessing Software Asset Management Processes (PCSAM).

Assessing SAM processes according to ISO/IEC 19770-1 is for moderate to experienced software asset management professionals, consultants and others who want to learn practical approaches to assessing and implementing SAM programs and practices according to the international standard ISO/IEC 19770-1.

This course will help you understand and apply the standard with a results-oriented team-learning approach to creating policies, processes and procedures in six process areas. We'll show you how to conduct a high-level SAM-process assessment and gap analysis using ISO/IEC 19770-1 as a framework.

At the completion of this course, you'll come away with a foundation in ISO/IEC 19770-1 principles, the ability to conduct a gap analysis and self-assessment, and know how SAM processes fit in the ITIL framework. Following an introduction and review of 19770-1, process areas and assessment methods, we'll guide you through an in-depth look at six areas:

1. Control environment
2. Planning and implementation process
3. Inventory processes
4. Verification and compliance
5. Operations management and interfaces
6. Life cycle process interfaces

Each of the six modules (refer to the course outline detail on the next page) is divided into applying the standard in team exercises. The exercises will demonstrate how to assess and benchmark SAM procedures and plans based on real-life examples.

#### Prerequisites: None

Although this course has no prerequisites, students should have an understanding of the benefits and purpose of a SAM program, basic knowledge of software contract terms and conditions, auto-discovery tools and inventory methods. Prior experience with process design, policy creation, project planning and a fundamental understanding of IT service management is helpful, but not required.

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## Course Materials: Provided

Each student will receive copies of all course materials and worksheets, including the ISO/IEC 19770-1 standard and ECP's Assessment Organizer and Guide.

## Who Should Attend

Configuration managers  
Executive sponsors  
IT auditors and software compliance managers  
IT process and service managers  
Product managers  
IT asset and SAM managers  
SAM consultants and others interested in learning SAM process assessment

## Certificate Exams: Practitioner Certificate in Software Asset Management (PCSAM) Exam

Attend class on all days and you're eligible to sit for the exam. The exam is two hours (multiple choice and short essay questions) and 65 percent correct is a passing score. Students who do not pass the exam may take a second exam to be administered by the testing authority.

## Course Length: 2 days

The course meets from 8:30 a.m. to 4:30 p.m. both days. The exam is administered on the second day.

## Course Outline in Detail

<b>Assessing SAM Processes</b>	Planning and implementation
Definition and benefits of SAM	Planning for SAM
Introduction to ISO/IEC 19770-1	Operations management and interfaces
From standards to certification	Financial management
Scope of the standard	Primary process interfaces
Related standards	Acquisition
Outcomes, activities and interfaces	Inventory processes for SAM
Process maturity levels	Software asset identification
Considerations for conducting an assessment	Software asset inventory
Scope of SAM program	Software asset control
<i>Exercise: Developing the scope of the assessment</i>	Verification and compliance for SAM
Framework for SAM processes	Software asset verification
Organizational management	Software licensing compliance
Core SAM processes	Software asset security compliance
Primary process interfaces	Conformance verification for SAM
<i>Exercise: Quick assessment</i>	<i>Exercise: Detailed assessment</i>
Control environment	<i>Exercise: Analysis and interpretation of results</i>
Policies, processes and procedures	Review and exam

**For information on dates and locations, visit [www.IBSMA.com](http://www.IBSMA.com).**