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Table of Contents

PREAMBLE.....	3
Exercise Competence and Truthfulness in all Interactions....	4
Exhibit Dedication to the High Standards of the Profession.....	5

Preamble

Members of the IT Asset Management profession believe that management of the financial, contractual, and inventory aspects of IT Assets within an organization are essential to the future of business operations. The duty of the IT Asset Manager is to maximize the benefits while minimizing the risk of all IT Assets in their organization. Conscientious IT Asset Managers will also strive to keep communication regarding organizational information secure. As a profession that assists in the control of IT Assets and communication concerning those assets within an organization, including partners and business associates; a dedication to high standards, principals and ethical behavior must exist and be practiced routinely.



Exercise competence and truthfulness in all interactions.

Asset Managers should be honest, fair and courageous in collecting, interpreting and sharing information.

Asset Managers should:

- ▶ Ensure the accuracy of information from all sources and implement the utmost in care to avoid inadvertent error. Research all new concepts and share the knowledge with administration to help make the best decisions possible in regards to adapting new policies, processes, procedures, and technologies
- ▶ Practice and encourage others to practice in a professional and ethical manner that will reflect credit on their profession
- ▶ Ensure that IT Assets are tracked and accounted for within an organization at all times
- ▶ Support and participate in the acquisition process of an organization always ensuring that the best value for the organization is obtained
- ▶ Comply fully with all statutory and regulatory requirements affecting the organization. Staying abreast of ever-changing legislative and regulatory issues and communicating these requirements to all spectrums of the organization
- ▶ Support documentation standards by ensuring that all IT Asset Management documentation is readily available during normal operations as well as during any emergency situation
- ▶ Endeavor to establish and maintain the highest standards on the financial return of IT Assets
- ▶ Provide to co-workers and superiors all information related to the IT Asset Management decision-making process as well as other information they may need to make informed decisions based on realistic expectations. All inquiries shall be answered promptly, completely, and truthfully
- ▶ Endeavor to establish and maintain excellence, personally and among colleagues in all aspects of IT Asset Management
- ▶ Maintain excellent communications with outside support in a fair and charted way, enabling accurate decisions that are based on non-personal biases
- ▶ Enable that the disposition of IT Assets are maintained to the highest standards, therefore protecting information and accuracy of records that are maintained through the disposition process
- ▶ Support and participate in activities that are related to all aspects of IT Asset Management, therefore raising your level of knowledge and enhancing your ability to participate in knowledge sharing for the benefit of the profession
- ▶ Always maintain the highest standard of personal and professional conduct

Exhibit dedication to the high standards of the profession.

IT Asset Managers should maintain a high level of participation in the profession, taking pride in how they help their organization and in helping others to obtain a higher level of functionality and profitability. Asset Managers should always behave in an ethical manner.

Asset Managers should:

- ▶ Avoid stereotyping others by race, gender, age, religion, ethnicity, geography, sexual orientation, disability, physical appearance or social status
- ▶ Act with integrity, competence, dignity, and in an ethical manner when dealing with employers, employees, and all others that deal with the ITAM Program
- ▶ The IT Asset Manager shall establish clear guidelines about confidentiality issues within the organization and adhere to them
- ▶ Implement the decisions of those to whom he or she is responsible which are lawful and in accordance with the organization's policies and procedures.
- ▶ Avoid all abuse of power for personal gain, advantage or prestige, and in particular refuse bribes or other inducements of any sort intended to encourage dishonesty or to break the law
- ▶ Do not use any information obtained in the business for personal gain or for the benefit of relatives or outside associates
- ▶ Be actively concerned with the issues and problems of subordinates, treat them fairly and lead them effectively, assuring them a right of reasonable access and appeal to those to whom their immediate superior is responsible. Share your knowledge with them in order to help them become more successful within the organization
- ▶ Bring to the attention of executives, the likely effects on employees of the organization's plans for the future so that such effects can be fully taken into account and the proper education, support, and change processes can be developed and implemented



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About IAITAM

The International Association of Information Technology Asset Managers, Inc. ("IAITAM") is the professional association for individuals and organizations involved in any aspect of IT Asset Management ("ITAM"), Software Asset Management ("SAM"), Hardware Asset Management, and the lifecycle processes supporting IT Asset Management in organizations of every size and industry across the globe.

After years of discussion, consulting engagements, process improvement studies and research back as far as 1998, IAITAM officially incorporated in March of 2002. The organization's concept came about when this small group of software and hardware asset managers began meeting to discuss the need for a centralized organization devoted to expanding and codifying information and knowledge within the IT, Hardware and Software Asset Management fields. The outcome of these initial discussions was to add structure and recognition to the newly created profession of IT Asset Manager within the enterprise, which included items such as:

- ⇒ The development of advanced training programs and industry accepted certifications to build formal expertise and gain professional recognition
- ⇒ There was a definite need to obtain access to unbiased answers to specific questions through a neutral industry advocate
- ⇒ Professionals needed to have a secure area to frankly discuss mission critical issues within the IT Asset field with other IT Asset Managers
- ⇒ There was and still remains a definite need to educate executive management regarding the benefits of an Asset Management program and acquiring and retaining trained expertise in the field of IT Asset Management and program implementation

Until the formation of IAITAM, the IT industry as a whole had not recognized the value of accurately monitoring IT assets and consequently suffered from over-investment and under-utilized IT assets and the resulting lack of control and inflated budgets. Throughout IAITAM's history, we have striven to support the IT Asset Management profession through expert training and advice as well as lead the profession down a path of best practice to enhance the business drivers of ROI, efficiency, risk avoidance and professional development for the practitioner, resulting in value for their organizations.



For more information, call
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