CAIAM Course Syllabus

Course Title: Certified Artificial Intelligence Asset Manager
Contact Information: [Email: info@iaitam.org , Phone Number: 330.638.3012, Office Hours: 9am – 5pm ET]
Class Schedule: 9am – 4pm, conducted online via Zoom. The time zone will be determined based on the participant's purchase choices.

Course Description

The **Certified AI and ITAM Professional (CAIAM)** course is crafted to provide participants with the essential knowledge and practical skills to effectively integrate artificial intelligence (AI) into IT Asset Management (ITAM). This certification emphasizes the application of AI-driven insights across all Key Process Areas (KPA) detailed in IAITAM's Best Practices Library. By mastering these AI-enhanced approaches, professionals can optimize their ITAM strategies, driving innovation, precision, and efficiency in their organizations.

Completing the CAIAM certification positions individuals at the forefront of the rapidly evolving landscape where AI intersects with ITAM. It empowers them to unlock the transformative potential of AI, ensuring they deliver increased value and adaptability within their organizations. As AI technology continues to advance, CAIAM-certified professionals remain equipped to lead the charge in this dynamic and critical field.

Course Objectives

By completing the **Certified AI and ITAM Professional (CAIAM)** course, participants will be able to:

1. **Understand the Intersection of AI and ITAM:**
   Gain comprehensive knowledge of how artificial intelligence integrates with IT Asset Management (ITAM) to enhance decision-making and operational effectiveness.

2. **Apply AI-Driven Insights:**
   Utilize AI to analyze and improve Key Process Areas (KPAs) as outlined in IAITAM's Best Practices Library, ensuring a more streamlined and efficient ITAM program.

3. **Optimize ITAM to leverage AI:**
   Leverage AI tools and techniques to identify inefficiencies, predict trends, and automate repetitive tasks within IT asset management workflows.

4. **Drive Innovation in ITAM:**
   Harness AI technologies to implement innovative strategies that enhance the value and functionality of ITAM practices within an organization.

5. **Stay Ahead in a Dynamic Field:**
   Maintain a competitive edge by staying updated with evolving AI applications in ITAM, ensuring ongoing relevance and value to their organization.

6. **Enhance Organizational Impact:**
    Translate AI-driven ITAM insights into actionable strategies that contribute to organizational efficiency, cost savings, and innovation.

Required Materials – Access to Materials provided 48 hours prior to course

- Course book: Certified AI and ITAM Professional (CAIAM), IAITAM, ISBN-13: 978-1-935019-21-3/ISBN-10: 1-935019-21-X.

- Presentation: Certified AI and ITAM Professional (CAIAM)

- Student guide to Preparing for Exam Success

- Software/Technology: Computer, internet connection, Zoom Access

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Schedule – Times are approximate depending on Course Discussion

Time	Topics Covered	Assignments/Exams Due
1 hour	Welcome/Course Expectations, IAITAM Mission, Resources, and Services, What is ITAM?	Heavy note taking
1 hour	What is AI?, Challenges and Ethical Considerations of AI, History of AI	Heavy note taking
1 hour	Types of AI and Impact to ITAM, Introduction to AI in ITAM	Heavy note taking
1 hour	Key ITAM Areas Affected by AI, AI and the Business Impact	Heavy note taking
1.5 hour	How AI Impacts IT Asset Management, Key Benefits of AI in ITAM	Heavy note taking
1 hour	AI and ITAM Best Practice Key Process Areas	Heavy note taking
1 hour	AI Future Possibilities in IT Asset Management, Review and Questions	Heavy note taking
4 Hours	Read and Review the CAIAM Manual	Read full Manual
2 Hours	Exam Prep	Review PowerPoint and Preparing for Exam Success Doc.
3 Hours	Exam	3 hour timed exam

Note: Schedule is subject to change.

Grading and Attendance Policy

- Certification Exams: - 3 hours to complete 100 questions. Multiple choice, Single choice, True and false

- Participation: Must participate for the duration of the course and complete attendance link to gain access to exam.

- Grading Scale:

    o   Pass - 85% or higher on Exam

    o   Fail - below 85% on Exam