CITAD Course Syllabus

Course Title: Certified IT Asset Disposal
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 IAITAM **Certified IT Asset Disposal ("CITAD")** course is designed to equip individuals with the skills to effectively oversee the process of IT asset disposal within an organization. This course dissects best practices in IT Asset Disposition, ranging from policy management to data security and chain of custody transitions. Attendees whose job roles involve ITAD will gain insights into averting the risks of data loss and public exposure.

By adopting IAITAM's best practice approach, ITAD processes can shift from being perceived as corporate overhead to becoming profit centers and avenues for risk mitigation in organizations that embrace the CITAD framework.

Today, IT Asset Disposition has evolved beyond mere waste management for organizations. Enterprises now have a multitude of choices for disposing of their assets. Opportunities for cost savings emerge from equipment reuse, software redeployment, and asset resale, which can potentially cover the expenses or even yield a positive cash flow for the ITAD process. However, alongside these potential gains and savings come the inherent risks linked to mishandling of assets, as well as the potential loss or theft resulting from inadequate supervision of the disposal solution.

Throughout the ITAD process, errors can manifest at various stages, exposing organizations to the possibility of fines, penalties, and public reputation damage. By enrolling in the CITAD course, participants can acquire the skills to mitigate the risks associated with improper IT asset disposition. They will gain the ability to discern the most suitable path among the available options for their organization, ensuring a secure and responsible approach to asset disposal.

Course Objectives

By completing the **Certified IT Asset Disposal ("CITAD")** course, participants will be able to:

1. **Establish a Device Disposal Decision Process**: Implement and coordinate decision-making processes for selecting devices for disposal, integrating IT Asset Management (ITAM) procedures, refresh cycles, and help desk services for device replacement.

2. **Maintain Visibility and Security During Disposal:** Monitor hardware inventory during storage and disposal, implementing controls for physical and data security to minimize the risk of device or data theft from initial movement to final disposition.

3. **Document Disposal Pathways:** Utilize data collection, automation, and asset tagging to track and document the disposal path for each device.

4. **Develop Hardware Disposition Programs:** Create, implement, and promote comprehensive program elements such as policies, processes, procedures, and performance measurements for hardware disposition.

5. **Ensure Legal and Compliance Adherence:** Educate stakeholders and enforce adherence to legal requirements related to data security, health and safety, recycling, and disposal, as well as other legislated mandates affecting final disposition.

6. **Optimize Data Erasure and Disposal Techniques:** Apply appropriate data erasure and disposal methods tailored to each device type, maximizing value while maintaining acceptable risk levels.

7. **Establish Due Diligence for Vendor Selection:** Develop and use due diligence processes to select IT Asset Disposition (ITAD) vendors, ensuring contractual clarity on responsibilities for both the vendor and the organization.

8. **Utilize Trained Resources:** Ensure properly trained personnel or vendors are employed for each stage of the disposal process.

9. **Manage the Hardware Portfolio During Disposal:** Plan and manage the hardware portfolio during disposal to maintain or enhance organizational efficiency, performance, and goal achievement.

10. **Strategize Vendor Management:** Provide strategic direction and attention to detail in selecting ITAD vendors, sustaining an effective and ongoing Vendor Management program.

11. **Empower Asset Management Teams:** Train, support, and empower personnel responsible for Asset Management.

12. **Foster Cross-Business Collaboration:** Build and nurture productive relationships with business units, including those involved in IT functions and customer-facing roles.

13. **Secure Executive Management Support:** Align disposal goals with organizational objectives, measure outcomes, and communicate results to encourage sustained executive support.

14. **Enhance Sustainability Awareness:** Develop communication strategies to increase employee awareness of environmental goals and sustainability programs within the organization.

15. **Support Hardware Asset Management and CITAM™ Goals:** Perform tasks and responsibilities that align with Hardware Asset Management principles and CITAM™ objectives.

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

- Course book: Certified IT Asset Disposal

- Presentation: Certified IT Asset Disposal ("CITAD")

- Student guide to Preparing for Exam Success

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

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Who Should Attend

The CITAD course is tailored for individuals with little to no experience in Asset Disposition Management. It serves as a foundational learning resource for entry-level IT Asset Managers and other IT professionals involved in asset management, resource budgeting, finance, software licensing, contract management, and strategic planning. While there are no formal prerequisites, a basic understanding of contracts and asset disposition lifecycle management is recommended. Participants have the option to take the CITAD certification exam upon course completion to achieve professional certification.

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	Disposition Overview, Disposition and ITAM, Organizational Goals for Disposition	Heavy note taking
1 hour	ITAM Goals for Disposition, Governance of Electronic Disposal, Composition of E-Scrap	Heavy note taking
1 hour	Waste Management Laws, Foundation for Disposal Management, Policy Topics Relevant to Disposition	Heavy note taking
1.5 hour	Asset Standards Benefit Disposal, The Role of Automation, Data Security Governance	Heavy note taking
1 hour	Working with Vendors, Selecting Vendors, Due Diligence, The Removal Process	Heavy note taking
1 hour	Software During Disposition, Decision Factors for Retirement, The Disposition Processes, Financial Management & Measurement	Heavy note taking
4 Hours	Read and Review the CITAD 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