



CITAM Course Syllabus

Course Title: Certified IT 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 IT Asset Manager (CITAM)** course, aligned with the IAITAM Best Practices Library (IBPL), provides a comprehensive foundation for building or enhancing an ITAM program. This intensive five-day course combines real-world insights with actionable strategies to create effective and efficient ITAM programs. Developed by experienced Software and Hardware Asset Managers, the course addresses the 12 key process areas (KPAs) of ITAM, enabling organizations to maximize IT asset value, reduce risk, and improve ROI. Participants will review existing infrastructures, design globally applicable ITAM programs, and align IT asset management with organizational business drivers for increased productivity and profitability. Certification upon completion adds credibility to ITAM initiatives.

Course Objectives

By completing the **Certified IT Asset Manager (CITAM)** course, participants will be able to:

1. **Communicate at the Executive Level:** Report directly to “C” level executives, providing insights and updates on IT asset management strategies and performance.
2. **Manage IT Asset Budgets:** Oversee and maintain the budget for all IT assets, ensuring alignment with organizational financial goals.
3. **Establish IT Asset Guidelines and Standards:** Define and implement organization-wide standards and guidelines for IT asset management.
4. **Identify and Mitigate IT Asset Risks:** Assess risks associated with IT assets and develop mitigation strategies to protect organizational resources.
5. **Maximize IT Asset Value:** Optimize the utilization and lifecycle management of IT assets to enhance their value to the organization.
6. **Develop IT Asset Policies:** Create and enforce policies to govern the use, management, and disposal of IT assets.
7. **Coordinate Cross-Departmental Interactions:** Facilitate collaboration between departments to ensure efficient and compliant use of IT assets.
8. **Manage IT Asset Acquisitions:** Oversee the procurement process to ensure cost-effective and strategic acquisitions of IT assets.
9. **Enhance Communication and Education:** Build communication channels and educational initiatives to increase organizational awareness and adherence to IT asset management best practices.
10. **Lead IT Asset Projects:** Coordinate and manage projects related to IT assets to achieve organizational goals and maintain operational efficiency.
11. **Navigate Regulatory and Legislative Compliance:** Research, interpret, and communicate regulations and legislative issues affecting IT assets to ensure compliance.
12. **Maintain IT Asset Documentation:** Establish guidelines for creating and maintaining accurate and comprehensive documentation for all IT assets.

13. **Maximize Vendor Relationships:** Identify, coordinate, and optimize vendor relationships to enhance the value and support provided for IT assets.
 14. **Oversee IT Asset Inventory and Tracking:** Manage the tracking and inventory of IT assets to ensure accurate identification and accountability at all times.
 15. **Create and Manage Repeatable Processes:** Develop and implement repeatable processes within each Key Process Area (KPA) to ensure goal achievement, maximize value, and minimize risk across the organization.
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Required Materials – Access to Materials provided 48 hours prior to course

- CITAM Course Manual
 - CITAM Course Student Workbook
 - CITAM Course Instructor Presentation Book
 - Student guide to Preparing for Exam Success
 - Software/Technology: Computer, internet connection, Zoom Access
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Who Should Attend

The IAITAM Certified IT Asset Manager (CITAM) Certification Course is designed for seasoned professionals seeking to deepen their expertise in IT Asset Management (ITAM). This course introduces participants to a wide range of ITAM concepts, providing both practical knowledge and strategic insights that can be directly applied within their organizations. It is particularly valuable for professionals who are actively involved in implementing, managing, or leading ITAM initiatives.

The course goes beyond foundational principles, offering advanced discussions and actionable frameworks that address the complexities of ITAM in dynamic, real-world environments. Participants will explore key areas such as IT asset lifecycle management, compliance, risk reduction, cost optimization, and strategic alignment of ITAM with organizational goals.

Tailored for experienced practitioners, the CITAM Certification Course provides opportunities to engage in high-level discourse with peers and industry experts, enabling the exchange of ideas and best practices. By the end of the course, participants will have developed the skills and confidence needed to guide ITAM initiatives effectively, ensuring their organization's IT assets are managed in a way that maximizes value, supports innovation, and drives business success. The CITAM certification further enhances professional credibility and demonstrates a commitment to excellence in the field.

Schedule – Times are approximate depending on Course Discussion

Time	Topics Covered	Assignments/Exams Due
3 hour – Day 1	Introduction to IAITAM, the instructor and the facility. Student introductions, IT Asset Management Code of Ethics, Description of a Certified IT Asset Manager, overview of the ITAM Program, Foundation Processes (Program, Project, Policies), Communication and Education.	Heavy note taking
3 hour – Day 1	Description of Key Process Areas (KPA), how they relate to each other, why the KPA's are necessary and how they will benefit your organization.	Heavy note taking
3 hour – Day 2	Homework Review, Project Management	Heavy note taking
3 hour – Day 2	Project Descriptions, Program Descriptions, Homework Assignment	Heavy note taking
1 hour – Day 3	Homework review, Course discussion of Projects; Instructor Input	Heavy note taking
2 hour – Day 3	Roles and Responsibilities, Homework	Heavy note taking
3 hour – Day 3	Culmination: Bringing it all Together	Heavy note taking
4 Hours	Read and Review the CITAM 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:
 - Pass - 85% or higher on Exam
 - Fail - below 85% on Exam