

# ITIL® 4 Specialist: IT Asset Management (ITAM) - accredited training with exam

The ITIL® 4 Extension Modules have been created to extend the main ITIL® 4 framework and provide organizations and professionals with the guidance to address and harness the challenges and opportunities presented by emerging technologies and themes that impact their operations. These modules allow individuals to learn about ITIL® concepts, develop an understanding of relevant ITIL® 4 guidance and enable career development opportunities.



## Purpose of the training

The ITIL® 4 Specialist: IT Asset Management module is for IT professionals who are involved in managing costs and risks, monitoring, and ensuring compliance, and good governance of IT assets.



## Benefits of completing the training

A participant who has passed the exam receives an international certificate in electronic form. The ITIL® 4 Specialist: IT Asset Management certificate is valid for 3 years.

This course will help you to:

- Define IT Asset Management roles, responsibilities, knowledge, and skills.
- Plan and manage the full lifecycle of all IT assets.
- Effectively automate IT Asset Management activities
- Apply IT Asset Management metrics and practice success factors to improve performance.
- Measure, assess and develop IT Asset Management capability by using the ITIL® Maturity Model.



## Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.



## Exam description

ITIL4® ITAM

- Duration: 90 minutes (in a language other than their mother tongue or working language have 25% of the additional time for a total of 113 minutes.)
- Multiple choice test – 40 questions
- Credit from: 26 points (65%)
- Closed book



## Expected Listener Preparation

Required [ITIL®4 Foundation certificate](#)



## Training Language

- Training: English
- Materials: English
- Exam: English

## Training Includes

The training price includes:

- Accredited training materials
- Voucher for the PeopleCert ITIL Asset Management online exam
- Authorized ITIL®4 IT Asset Management book online

Additional options:

- Take2 re-sit exam repetition: PLN 200. Attention: purchasing this option is only possible through Altkom Academy before the training.

## Duration

3 days / 24 hours

## Training agenda

1. The key concepts of the practice
2. The processes of the practice
3. The roles and competences of the practice
4. How information and technology support and enable the practice
5. The role of partners and suppliers in the practice
6. How the ITIL capability model can be used to develop the practice
7. The recommendations for the practice success
8. Exam preparation