



ITAM FORUM

ISO/IEC 19770-1 Certification Scheme Update

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Introduction & Speakers



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Agenda

- About the ITAM Forum
- ISO/IEC 19770-1 certification scheme status
- The audit journey
- What to expect during an audit
- Management systems
- The business case
- Next steps





About the ITAM Forum



About the ITAM Forum



MISSION:

To promote the business practice of ITAM.



VISION:

All organizations investing in technology have an appropriate ITAM capability delivering business value.



GUIDING PRINCIPLES:

Not-for-profit – We are independent and impartial, serving the best interests of the entire ITAM industry.



End-user led – A volunteer Board of Trustees ensures we are realistic, relevant and deliver value to ITAM practitioners.

Collaborative – We are constructive and collaborative, bringing together all ITAM industry stakeholders to push the ITAM industry forward.

OBJECTIVES:

Certification – To create (and be the caretakers of) the new ISO/IEC 19770-1 certification scheme so organisations can demonstrate the quality of their ITAM practices.

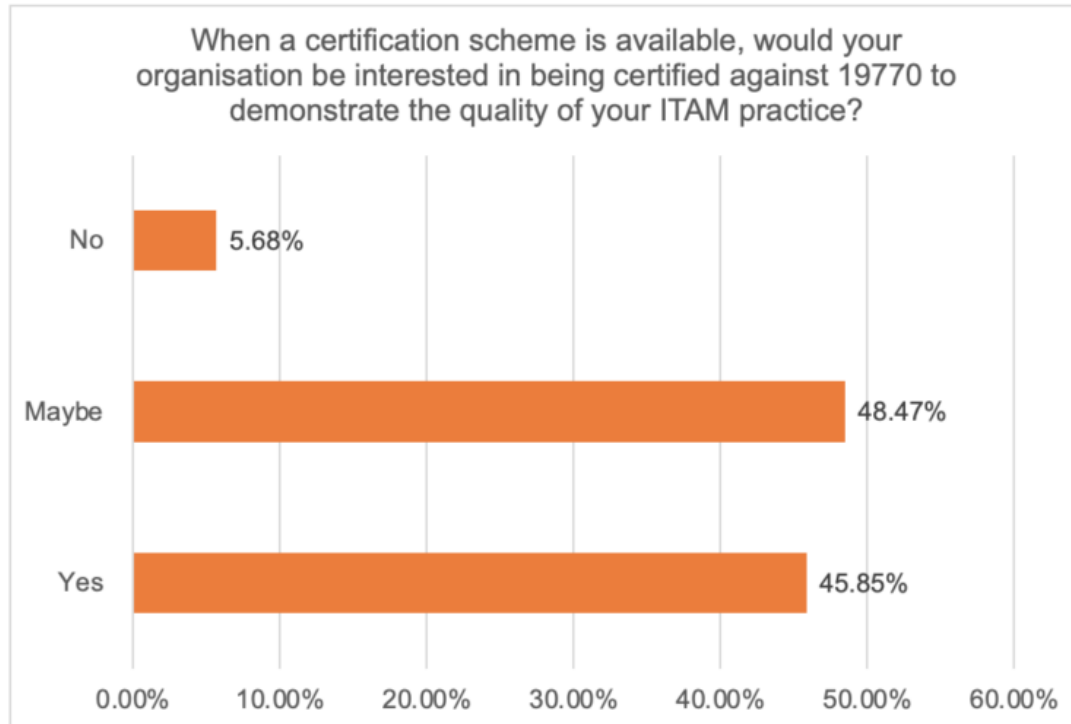


Enablement – To elevate ITAM by sharing knowledge and best practices that focus on business value and aid to grow the profession.

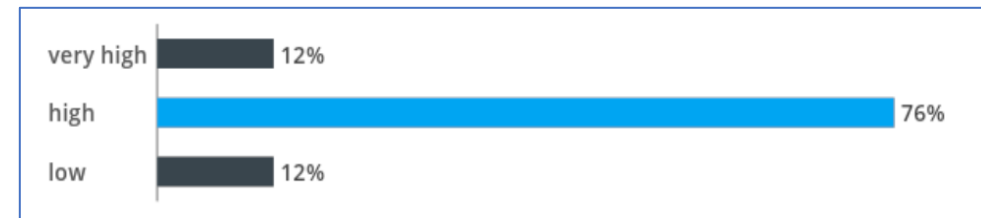
Certification scheme status



Demand for ITAM Standards



HOW DO YOU ASSESS THE RELEVANCE OF THE ISO 19770 FOR OUR MARKET?



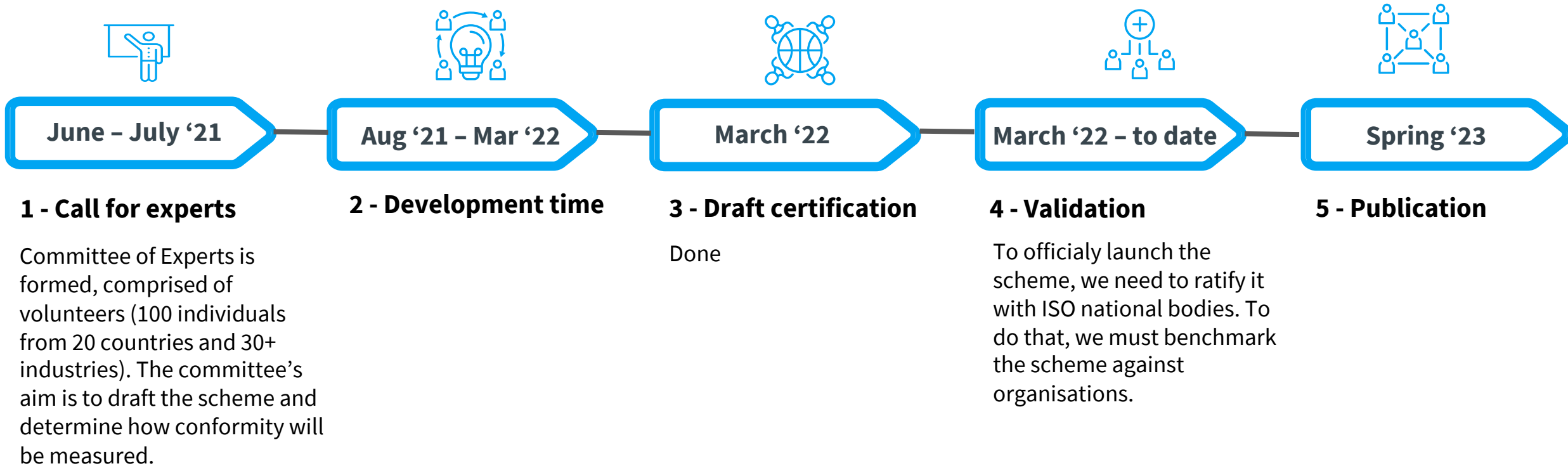
IT is now 'the business'. Switch off IT, switch off the business.

Because of this, ITAM has also risen. It's now more critical than ever before to properly manage IT assets throughout their lifecycle. Many ITAM teams now report directly to the C-suite, facing increased scrutiny.

The ISO/IEC 19770-1 certification scheme will enable organisations to validate the quality of their ITAM practice. This will show the industry what good looks like, helping to push forward the ITAM industry as a whole.

Source: <https://www.itassetmanagement.net/2020/12/17/poll-reveals-strong-interest-in-19770-certification/>
N=227, December 2020, global

Certification Scheme Status



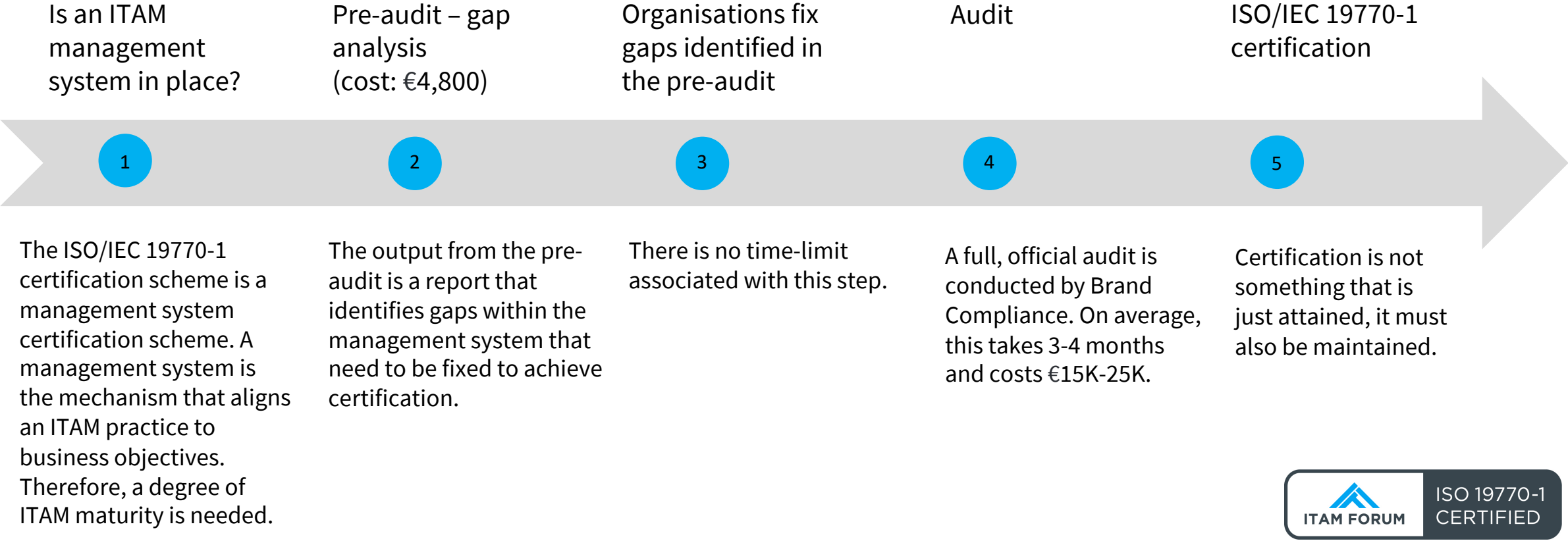
The Committee is guided by NEN, The Netherlands Standardization Institute.



The audit journey



The Audit Journey



What to expect during an audit



Please watch this video



See the **certification regulations** for all rules and guidelines.

What to expect during the initial audit

Preparation
Pre-audit: gap analysis

Stage 2
More in depth. Interviews carried out. Observations done. Checks are made to make sure processes and procedures are followed. 70% of an audit is carried out on-site.



Stage 1
Does your management system meet the requirements written in the standard?
Have you performed a full PDCA cycle?

Between Stage 1 and Stage 2
Time to adjust and correct processes where necessary.

After Stage 2
The Brand Compliance Certification Committee meets to review the auditor's report. A certification is issued if all requirements are met. Certificates are valid for 3 years, then, recertification is required.

Management Systems



Management System



“A management system is the way in which an organisation manages the interrelated parts of its business in order to achieve its objectives.”*

Management systems differ from organisation to organisation. There is no one size fits all. Complex organisation (such as those within highly-regulated industries), may need a more elaborate and documented management system.

ISO/IEC 19770-1 is an ISO management system standard (MMS). These standards “help organisation improve their performance by specifying repeatable steps that organisations consciously implement to achieve their goals and objectives, and to create a culture that reflexively engages in a continuous cycle of self-evaluation, correction and improvements of operation”.*

Chapters within ISO/IEC 19770-1 that specifically address management systems:

- | | |
|---------------|---------------------------|
| 4. Context | 8. Operation |
| 5. Leadership | 9. Performance evaluation |
| 6. Planning | 10. Improvement |
| 7. Support | |

* <https://www.iso.org/management-system-standards.html>

The business case



19770-1 Organisational Certification - Business Impact Survey

n=59, December 2021

The business case for ISO/ITAM certification

Internal and external stakeholders are very important. Implementing the management standard is also very useful to reduce risks, including security-related risks as the standard helps organisations to build the foundation for information security. It also helps with operational efficiency as organisations will have one single point, one single trust, of IT inventory.

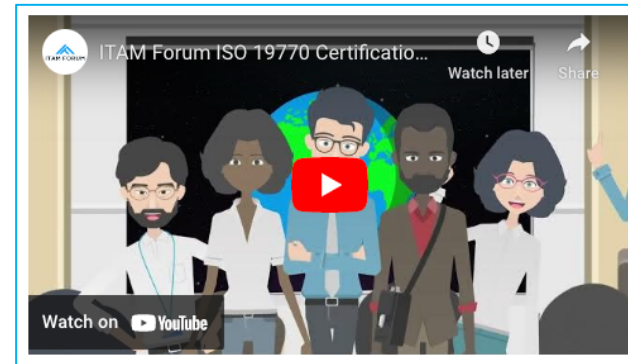
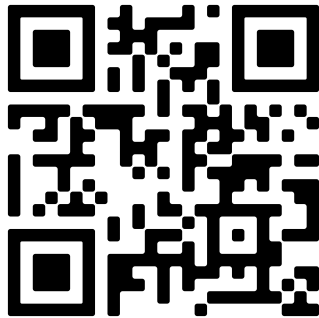
INTERNAL STAKEHOLDERS	It will enable us to demonstrate good governance to internal stakeholders such as senior management team or other IT departments or business units.	8.9
EXTERNAL STAKEHOLDERS	It will enable us to demonstrate good governance to external stakeholders such as customers, partners, taxpayers, suppliers, or supply chains.	8.4
ELEVATE PROFILE	It will allow us to elevate the reputation of our ITAM team, recognising their expertise, and attract high quality people into the team.	8.4
BENCHMARK	It will allow us to benchmark our performance against industry peers.	8.0
MONITOR RISKS	It will allow us to continually monitor and prevent risks in the future	8.0
VERIFY QUALITY	It will allow us to verify the quality of data for other teams and stakeholders	7.9
IT SECURITY	It will allow us to better support the IT security goals of the business	7.5
REDUCE AUDITS	It will reduce the requirement for external audits	6.8
NEGOTIATION	It will allow us to negotiate stronger commercial terms with suppliers.	6.8

Next steps



Next steps

- Connect with us – **register your organisation's interest**



<https://itamf.org/iso-19779-certification-scheme/>

- Sign up to receive news and updates
- Learn more about the scheme
- Find out about the ISO/IEC 19770 family of standards





Thank you!

It's an exciting time for ITAM!

