INTRODUCTION
The ISO/IEC 19770-1 Practitioner course focuses on the skills needed to help end-user organisations successfully navigate an ISO/IEC 19770-1 audit and achieve certification. It has been developed in partnership by the ITAM Forum and BC Academy (the training institute of Brand Compliance – the certification scheme auditor).

This course is aimed at:
- Key ITAM personnel within end-user organisations
- Practitioners who wish to demonstrate their ability to help end-user organisations become ISO/IEC 19770-1 certified.

Course attendees can earn an individual qualification (ISO/IEC 19770-1 Practitioner). This will validate their expertise and help to position them as an ITAM specialist.

LEARNING OBJECTIVES
1. Learn how to help an end-user organisation successfully navigate an ISO/IEC 19770-1 audit
2. Gain a foundational understanding of the concepts and application of ISO/IEC 19770-1 and the power of management systems
3. Understand the documentation, systems and processes required for ISO/IEC 19770-1 certification
4. Understand the business value of certification and how to build the business case
5. Understand the ISO/IEC 19770-1 audit process

PRE-REQUISITES
There are no specific pre-requisites for this course. This course is suited for ITAM professionals who understand IT Asset Management, have practical experience with ITAM implementation and ideally, a recognised ITAM industry certificate.

CERTIFICATION
ISO/IEC 19770-1 Practitioner Certification is awarded to individuals who attend the course and pass the exam. Certification is managed by the ITAM Forum.

Examination:
1. Multiple choice online exam
2. If the course attendee does not score the pass mark, he/she will be granted a 2nd attempt at no additional cost.
COURSE OUTLINE

Day 1
- Getting started with ISO/IEC 19770-1
  - Definitions
  - The objective of standards
  - An introduction to management systems
- Building the roadmap towards certification
  - Gap analysis
  - Best practice examples – What does good look like? What needs to be in place for organisational certification?
  - The management system playbook
- Building the business case for certification

Day 2
- The PDCA (plan, do, check, act) cycle
- ISO/IEC 19770-1 audit
  - Audit-specific information (Scope, audit time calculation, audit team, and auditor expertise)
  - Certification audit cycle (Phase 1, Phase 2, Yearly Audits, Recertification)
- Audit preparation
  - Internal Audit
- Maintenance of the management system
  - Continuous improvement

REGISTER:
- Eventbrite
- This course takes place immediately following Wisdom NA 2023. To register, visit the Wisdom NA 2023 website, click the ‘Get tickets’ button and then scroll to select this course.

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