

ISO/IEC 19770-1 Practitioner Course and Certification

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.

**Date:**

12-13 June 2023

**Location:**

The Twickenham Stoop
(home to Harlequins rugby club),
Twickenham, U.K.

**Price:**

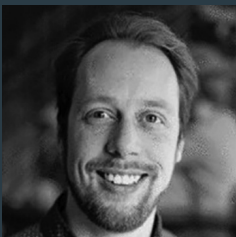
£1,200.00 + VAT

**Instructors:**

Martin Thompson

Founder

The ITAM Forum



Yorick Heijink

Lead Auditor

Brand Compliance B.V.

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 before Wisdom EMEA 2023. To register, visit the Wisdom EMEA 2023 website, click the 'buy tickets' button and then scroll to select this course.

CONTACT US:

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ITAM FORUM



BC Academy