

NEXT COURSE OFFERING:
DATE: MARCH 21-22, 2024
LOCATION: ST. PETERSBURG, FL; USA



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:**

21–22 March 2024

**Location:**

The University of South Florida
St. Petersburg campus
140 7th Ave. South
St. Petersburg, FL
USA 33701

**Price:**

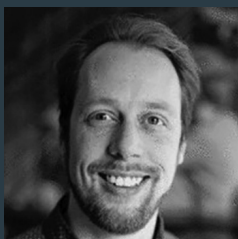
\$1,500.00 + Sales Tax

**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:

- This course takes place immediately after Wisdom NA 2024 and at the same venue.
- To register:
 1. Visit the [Wisdom NA 2024 website](#)
 2. Click the 'Register' button
 3. Click the 'Get Tickets' button
 4. Scroll to select this course

CONTACT US:

support@itamf.org

www.itamf.org

www.brandcompliance.com



ITAM FORUM

BC Academy