Case study:

ISO/IEC 19770-1 certification
The Dutch Police

The Dutch Police is the world's first public sector organization to attain ISO/IEC 19770-1 certification. Marc Goedhart, Audit Coordinator, and John Haenen, Software Asset Consultant, lead the certification journey with crucial support from IT-Sector Head Rosalie Kramer.

The Dutch Police (Politie Nederland) is The Netherlands' national police force. It originated in 2013 when the country's 25 regional police forces merged with its national/central police force. It now consists of ten Regional Units and one Central Unit. The Dutch Police employs 65,000 staff and officers, including 2,700 IT staff and an ITAM team of seven.

The Opportunity

Since establishing its SAM function in 2012, the Dutch Police has developed an enviable reputation as having one of the most mature SAM practices in The Netherlands. However, not wanting to rest on its laurels, it leapt at the chance to gain certification when in 2023, the ITAM Forum brought the world's first ISO/IE 19770-1 certification scheme to market.
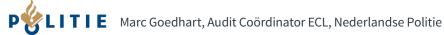
Marc Goedhart explains, "As a SAM organisation, we have always aimed to achieve the highest possible professional standards. This meant paying close attention to developments of the ISO 19770-1 standard and aligning our business processes with it as much as possible. However, with no means to externally validate our processes, we had no idea how mature our processes were. This is why we were excited to learn about the certification scheme. We were keen to get involved as soon as we could."

The certification process

The Dutch Police turned to Softline Group Northern Europe, a Managed Service Provider and an official ISO/IEC 19770-1 certification partner, for assistance. Softline has worked with the Dutch Police's SAM team for more than 10 years, and as an ISO/IEC 19770-1 certified organisation, it knew first hand what's needed to meet the requirements for certification.

"We have a new CTO, Joop van der Born, who is very enthusiastic about our certification and wants to be involved with ITAM," said Marc. "Certification has certainly helped to put our team on the map."

POLITIE   Marc Goedhart, Audit Coördinator ECL, Nederlandse Politie

As a result of its own assessment, Softline recommended a number of improvement areas, including the documentation of processes.

During the scoping exercise, the Dutch Police decided that certification would focus specifically on commercial software licensing. Work then began to create and implement an ISO ITAM management system so the SAM team could effectively document, manage, review, and change SAM practices appropriately and efficiently.

This involved undertaking a SWOT analysis, stakeholder analysis and environmental analysis. Regarding stakeholders, it required the ITAM team to have increased engagement and better communication with several key stakeholders, including security management, risk management, financial management and product line managers with budget authority to procure software.

Certification Benefits

Gaining certification has not only instilled pride and motivation within the Dutch Police's SAM team, but it has also set an example for other departments to pursue professionalism with their own processes. Stakeholder relations have also improved with more structured and mutually beneficial interactions.

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Externally, certification will help the Dutch Police gain trust with software vendors. The SAM team, thanks to its management system, now has better insight into the organisation's full software entitlements and usage with 500+ software publishers.

ISO/IEC 19770-1 certification is valid for three years. To maintain its compliance, the Dutch Police must participate in annual surveillance audits before re-certification is required in three years' time.

Advice for others considering ISO/IEC 19770-1 Certification

John Haenen encourages organisations to not be discouraged by the challenges that can come with certification.

"Bringing the various stakeholders on board was perhaps the biggest hurdle for us. Engaging with new stakeholders and formalising relationships takes effort and commitment on both sides. The result however is a much improved and structured relationship with our stakeholders that brings true benefits to everyone."

John stresses the importance of patience and perseverance in pursuing ISO/IEC 19770-1 certification. "While the benefits of certification may not be immediately evident, the long-term value of organisational maturity and professionalism is substantial. Certification not only raises the profile of the team within the organisation but also contributes to the resilience and availability of IT resources."

Already looking to the future, the Dutch Police plans to extend its ISO/IEC 19770-1 accreditation to also include Hardware Asset Management (HAM). This will result in the certification of its entire ITAM practice. Its commitment to continuous improvement and the pursuit of excellence positions it as a pioneer within the public sector, which should inspire others to embark on their own certification journey.

"We have always been impressed with the Dutch Police's approach to ITAM, which has set a high bar for the industry. The speed at which they were able to obtain certification is a testament to their maturity and willingness to respond to feedback constructively. We were proud to help them on this journey."

Ash Dharas, Managing Consultant and ITAM Practice Manager, Softline Group Northern Europe

About Softline Group Northern Europe

Softline Group Northern Europe is part of Noventiq Holdings PLC group of companies, a leading global solutions and services provider in Digital Transformation and Cyber Security. Noventiq's 6,400 employees work in 60 countries throughout Asia, Latin America, Europe and Africa. "Global expertise. local outcomes." A slogan that emphasizes our focus and success on delivering for our customers wherever they are. We have significant knowledge and proven managed and project services capability in ITAM, Application Modernization, Cloud Transformation & Management, FinOps and Cyber Security. In April 2021, Noventiq acquired a majority share in the Germany headquartered Softline Group. Noventiq Holdings PLC is not commercially active in Germany. All services in Germany are provided through Softline AG under the Softline Group brand. Softline Group is part of the Noventiq group of companies and has locations in Germany, the Netherlands, Belgium, and the United Kingdom.

Since 2010, Softline has conducted numerous ITAM assessments with its clients. During this time, Softline Group has aligned its services directly to ISO/IEC 19770-1 to demonstrate its commitment to the highest ITAM standard. The company's Executive Vice President, Dennis Montanje, is also a member of the ISO ITAM Standards Committee (the voluntary committee that develops the ISO 19770 family of standards). He also led the ITAM Forum's Committee of Experts, the group of volunteers that formulated what the certification scheme would look like and how conformity would be assessed.

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About the ITAM Forum

The ITAM Forum is a global trade body for the advancement of the IT Asset Management industry. We are a not-for-profit membership organisation, led by ITAM professionals for ITAM professionals. Our members are passionate about IT Asset Management and the business value it brings to companies regardless of size and industry.

The ITAM Forum has two primary objectives:

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

2. To create – and be a caretaker of – the new ISO 19770 standard certification program so organisations can demonstrate the quality of their ITAM practices.

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