ITAM FORUM

BC Academy

# 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 second attempt at no additional cost.

## Date:
7, 11, 28 November 2024
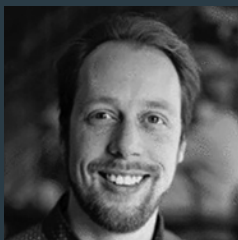4pm–8pm (UK time)



## How to join:
A zoom registration is required to join the course. Details will be sent after registration.



## Price:
£895.00 + £75.35 fee (Eventbrite)



## Instructors:



Martin Thompson
Founder
The ITAM Forum



Yorick Heijink
Lead Auditor
Brand Compliance B.V.



# COURSE OUTLINE:

### Day 1: 7 November (4pm–8pm UK Time)
- Introductions
- ISO, ISO standards
- ISO business planning
- ITAM business planning

### Day 2: 11 November (4pm–8pm UK Time)
- Getting ready for certification
- Build your management system
- How to use the PDCA cycle
- Building your management system continued

### Day 3: 28 November (4pm–8pm UK Time)
- Getting ready for certification continued
- What to expect during an audit
- What good looks like? How to build a certification roadmap?
- Q & A
- Earn your certificate (quiz)
- Wrap up

To find out more, visit this webpage

# REGISTER:
- Visit this Eventbrite webpage
- Select 'Check out' button

# CONTACT US:
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