# EXIN

# EXIN ITAMOrg Software Asset Management Specialist

## Preparation Guide

EXIN | ITAMOrg IT ASSET MANAGEMENT

# Content

# 1. Overview

EXIN Software Asset Management Specialist (SAMS.EN).

## Scope

EXIN Software Asset Management Specialist is a certification that validates specialist knowledge on Software Asset Management as a practice. Managing software assets, and specifically their licenses, is an important part of an organization's strategy, compliance and risk management.

## Summary

Transparent licensing is important for every organization. It is about aligning IT Service Management best practices together with Software Asset Management best practices, implementing Software Asset Management lifecycle processes and showing how IT Service Management can support SAM lifecycle to create transparent licensing.
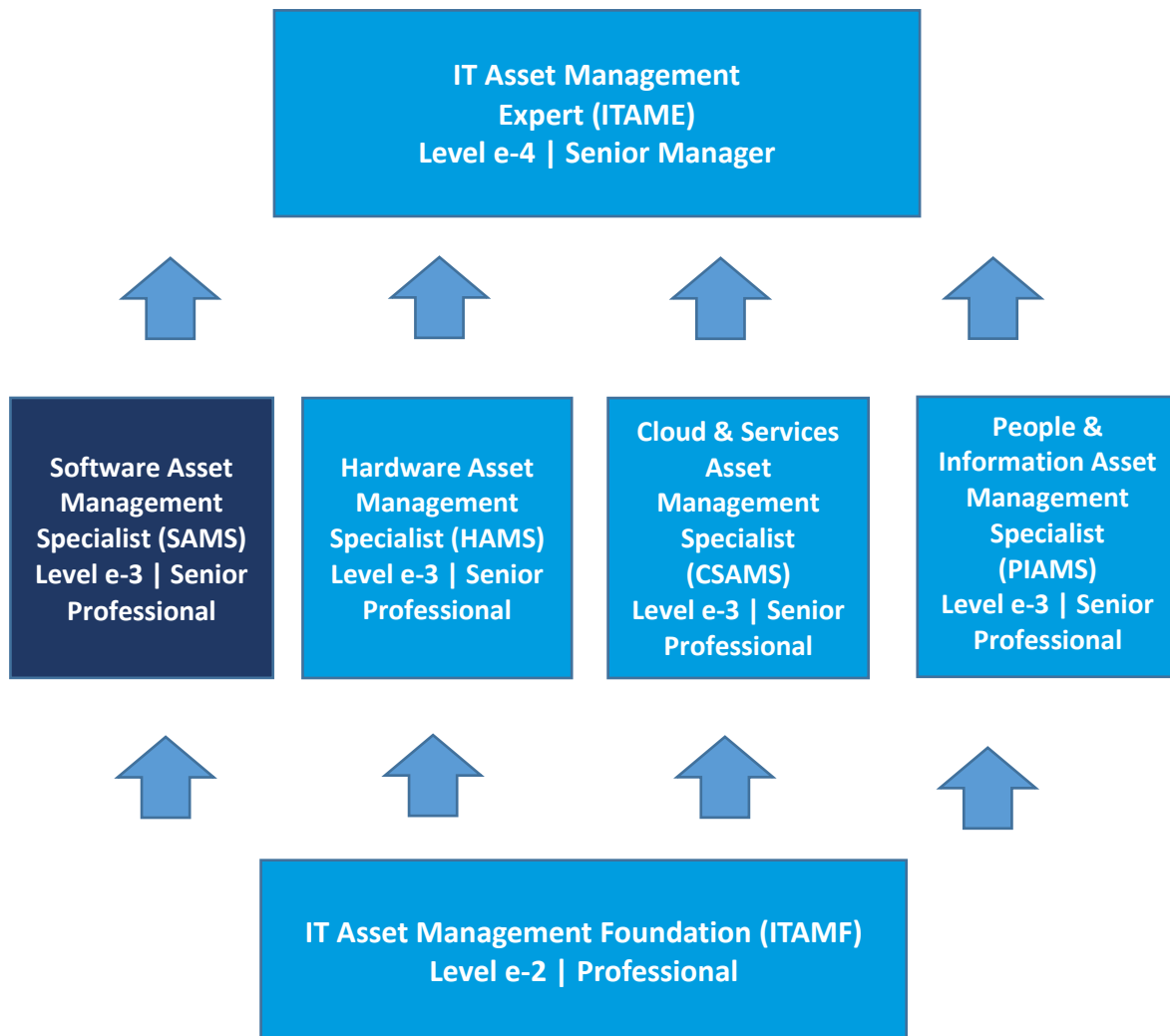
The purpose of the certification is to demonstrate knowledge on best practice and use of Software Asset Management in the challenges and variables that Software Asset Managers face on an everyday basis. The scope includes but is not limited to software license management.

EXIN Software Asset Management Specialist certifies a candidate's understanding of how ISO 19770-1 and IT Service Management best practice relates to everyday use of software asset management, software tags, software piracy, control of the licenses and the legislation and organizational issues that saturates many businesses. ISO 19770 distinguishes 4 levels of control:
>  Tier 1 – trustworthy data
>  Tier 2 – practical management
>  Tier 3 – operational integration
>  Tier 4 – full ISO/IEC SAM conformance

## Context

The certificate Software Asset Management Specialist is part of the EXIN qualification program and has been developed in cooperation with international experts in the field.

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┌─────────────────────────────────────────────────────┐
│              IT Asset Management                     │
│                 Expert (ITAME)                       │
│           Level e-4 | Senior Manager                 │
└─────────────────────────────────────────────────────┘
        ↑              ↑              ↑              ↑

┌───────────┐  ┌───────────┐  ┌───────────┐  ┌───────────┐
│ Software  │  │ Hardware  │  │ Cloud &   │  │ People &  │
│ Asset     │  │ Asset     │  │ Services  │  │Information│
│Management │  │Management │  │ Asset     │  │ Asset     │
│Specialist │  │Specialist │  │Management │  │Management │
│ (SAMS)    │  │ (HAMS)    │  │Specialist │  │Specialist │
│Level e-3 |│  │Level e-3 |│  │ (CSAMS)   │  │ (PIAMS)   │
│ Senior    │  │ Senior    │  │Level e-3 |│  │Level e-3 |│
│Professional│ │Professional│ │ Senior    │  │ Senior    │
│           │  │           │  │Professional│ │Professional│
└───────────┘  └───────────┘  └───────────┘  └───────────┘
        ↑              ↑              ↑              ↑

        ┌─────────────────────────────────────┐
        │ IT Asset Management Foundation (ITAMF)│
        │       Level e-2 | Professional        │
        └─────────────────────────────────────┘
```

## Target group

Software Asset Management Specialist is intended for Software Asset Management professionals with an understanding of IT Asset Management. Certification on the EXIN IT Asset Management Foundation is strongly recommended. Also recommended is at least three months of experience in all phases of Software Asset Management, an understanding of IT Service Management best practice, and a general understanding of IT and processes.

Specific roles/responsibilities primarily attending:

- Procurement Manager
- SAM program Manager
- Contract Manager
- Software Asset Manager
- IT Asset Manager
- License Manager

## Requirements for certification

- An accredited training Software Asset Management Specialist.
- Pass the related EXIN exam.

## Examination details

Examination type:      Computer-based or paper-based multiple-choice questions
Number of questions:   40
Pass mark:             65%
Open book/notes:       No
Electronic equipment/aides permitted: No
Time allotted for examination: 90 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

# Training

## Group size

The maximum number of participants is 16.

## Contact hours
The minimum number of contact hours for this training course is 24. This includes group assignments, exam preparation and short breaks. This number of hours does not include homework, logistics for exam preparation, the exam and lunch breaks.

## Indication study effort

60 hours, depending on existing knowledge.

## Training provider

You can find a list of our accredited training providers at www.exin.com.

# 2. Exam requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications).

| Exam requirement | Exam specification | Weight % |
|---|---|---|
|  |  |  |
| 1. Introduction to Software Asset Management (SAM) |  | 20 % |
|  | 1.1 The organization of SAM |  |
|  | 1.2 Licenses, legal and audits |  |
|  | 1.3 Processes, roles and responsibilities |  |
|  |  |  |
| 2. SAM business case |  | 5 % |
|  | 2.1 Purpose and definition: business case |  |
|  |  |  |
| 3. Introduction to SAM as practice tier processes |  | 15 % |
|  | 3.1 ISO 19770-1 Tier levels |  |
|  | 3.2 ITIL® and ISO 19770 (ITAMOrg Framework) |  |
|  | 3.3 Implementation |  |
|  |  |  |
| 4. SAM as practice – tier 1 processes |  | 15 % |
|  | 4.1 Tier 1 introduction |  |
|  | 4.2 Tier 1 processes |  |
|  |  |  |
| 5. SAM as practice – tier 2 processes |  | 15 % |
|  | 5.1 Tier 2 introduction |  |
|  | 5.2 Tier 2 processes |  |
|  |  |  |
| 6. SAM as practice – tier 3 processes |  | 15 % |
|  | 6.1 Tier 3 introduction |  |
|  | 6.2 Tier 3 processes |  |
|  |  |  |
| 7. SAM as practice – tier 4 processes |  | 15 % |
|  | 7.1 Tier 4 introduction |  |
|  | 7.2 Tier 4 processes |  |
|  | Total | 100% |

# Exam specifications

1. **Introduction to Software Asset Management (SAM)**
   1.1 **The organization of SAM**
   The candidate is able to:
   1.1.1 clarify how SAM is organized
   1.1.2 outline the prioritization of SAM
   1.2 **Licenses, legal and audits**
   The candidate is able to:
   1.2.1 explain the purpose of Licensing compliance
   1.2.2 describe different types of licenses in given situations
   1.2.3 explain the challenges of administering licenses
   1.2.4 outline the consequences of an audit in a specific situation
   1.3 **Processes, roles and responsibilities**
   The candidate is able to:
   1.3.1 indicate what the responsibilities are within SAM in a specific situation
   1.3.2 describe how the processes within SAM operate

2. **SAM business case**
   2.1 **Purpose and definition: business case**
   The candidate is able to:
   2.1.1 identify the steps, and their order, in the business case
   2.1.2 explain the activities, and their order, as part of a business case

3. **Introduction to SAM as practice tier processes**
   3.1 **ISO 19770-1 Tier levels**
   The candidate is able to:
   3.1.1 explain SAM maturity
   3.2 **ITIL® and ISO 19770 (ITAMOrg Framework)**
   The candidate is able to:
   3.2.1 describe ITIL® and ISO 19770: ITAMOrg SAM Best Practice Process Framework
   3.3 **Implementation**
   The candidate is able to:
   3.3.1 describe the implementation of a SAM project
   3.3.2 choose the most important functionalities for a SAM tool in a specific situation

4. **SAM as practice – Tier 1 processes**

   4.1 **Tier 1 introduction**

   The candidate is able to:

   4.1.1 give a definition of Tier 1

   4.1.2 categorize the different types of data needed for the SAM manager

   4.2 **Tier 1 processes**

   The candidate is able to:

   4.2.1 evaluate inventory management

   4.2.2 demonstrate the scope of inventory management

   4.2.3 illustrate the scope of Software Asset Management

   4.2.4 recommend types of reporting in a specific situation

5. **SAM as practice – Tier 2 processes**

   5.1 **Tier 2 introduction**

   The candidate is able to:

   5.1.1 give a definition of Tier 2

   5.1.2 demonstrate the scope of Tier 2

   5.1.3 categorize the benefits of Tier 2

   5.2 **Tier 2 processes**

   The candidate is able to:

   5.2.1 explain and interpret the content of a policy

   5.2.2 illustrate the benefits of the Competence in SAM

   5.2.3 implement Planning for SAM

6. **SAM as practice – Tier 3 processes**

   6.1 **Tier 3 introduction**

   The candidate is able to:

   6.1.1 give a definition of Tier 3

   6.2 **Tier 3 processes**

   The candidate is able to:

   6.2.1 explain the purpose of Software Asset Security Compliance

   6.2.2 summarize benefits of Relationship and Contract Management for SAM

   6.2.3 evaluate Financial Management

   6.2.4 manage the Retirement process

   6.2.5 apply the Software deployment processes

## 7. SAM as practice – Tier 4 processes

### 7.1 Tier 4 introduction

The candidate is able to:

7.1.1 give a definition of Tier 4

### 7.2 Tier 4 processes

The candidate is able to:

7.2.1 illustrate the improvement of Software Asset Identification in a given situation

7.2.2 describe Security Management for SAM

7.2.3 assess Software Release Management

7.2.4 assess the Change Management process

7.2.5 categorize Tier 4 policies

# 3. List of Basic Concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

| |
|---|
| Agreement |
| Assessment |
| Asset |
| Asset lifecycle |
| Asset Management |
| Audit |
| Baseline |
| Best practices |
| Bring Your Own Device (BYOD) |
| Change management |
| Cloud |
| Compliance |
| Configuration-management database (CMDB) |
| Contract management |
| Corporate governance |
| Definitive media library (DML) |
| Definitive software library (DSL) |
| Disposal |
| End user license agreement (EULA) |
| Entitlements |
| Gap Analysis |
| Governance |
| Hardware Asset Management (HAM) |
| Hardware asset management tool |

| |
|---|
| Hardware inventory |
| Hardware tracking |
| Hosted applications |
| Information Technology Infrastructure Library (ITIL®) |
| Inventory Management |
| ISO 19770 |
| ISO 20000 |
| ITAMOrg SAM Best Practice Process Framework |
| IT asset |
| IT Asset Management (ITAM) |
| IT Governance |
| IT infrastructure |
| Licensing |
| Life-cycle processes |
| Life-cycle management |
| Legalization rules |
| Managing risk |
| Mobile devices |
| Policies and procedures |
| Problem management |
| Procurement |
| Retirement process |
| Risk assessment |
| Risk reduction |
| Role & Responsibilities |
| Service Desk |
| Service provider |

ITAMOrg
SOFTWARE ASSET
MANAGEMENT SPECIALIST

| |
|---|
| Services and Cloud (outsourcing) |
| Shadow IT |
| Software-as-a-service (SaaS) |
| Software Asset Management (SAM) |
| Software asset management tool |
| Software asset lifecycle |
| Software audit |
| Software compliance |
| Software licenses |
| Stakeholder |
| Supplier management |
| Terms and conditions |

# 4. Literature

**A        Courseware Software Asset Management Certification**
ITAMOrg International, 2015
Version 1.0


**Literature Matrix**

| Exam Requirements | Courseware |
| --- | --- |
| 1. Introduction to SAM | Module 2 |
| 2. SAM Business Case | Module 3 |
| 3. Introduction to SAM as practice tier processes | Module 4 |
| 4. SAM Tier 1 practice | Module 5 |
| 5. SAM Tier 2 practice | Module 6 |
| 6. SAM Tier 3 practice | Module 7 |
| 7. SAM Tier 4 practice | Module 8 |

## Additional literature

**B**        International Standard Organization
**ISO/IEC 19770-1:2012**
**Information technology -- Software asset management -- Part 1: Processes and tiered assessment of conformance**
ISO, Switzerland, Geneva, 2012

**Notes:**  Additional literature is for deepening.

# Contact EXIN

www.exin.com