Certificate in Software Asset Management Essentials (CSAME)

BCS Accredited 3 Day Course

OVERVIEW

This BCS accredited course covers the SAM processes as described in the IT Infrastructure Library (ITIL) V.3 Guide to Software Asset Management and addresses the complex subject of managing software assets from the initial business need, through the SAM lifecycle, up to and including retirement. The qualification also covers the interdependencies between IT Service Management Principles and SAM, and provides delegates with a comprehensive overview of the key areas of SAM and will assist even seasoned practitioners with its structured approach to SAM. On the final afternoon delegates will be prepared to sit the 1 hour examination, set and facilitated by BCS.

WHO SHOULD ATTEND

The course will benefit anyone who is involved, or is about to be involved, in the SAM process e.g. IT Managers (and others working in the IT department), IT Auditors and Software Compliance Officers and who would like to understand:
• 	The objectives and major activities required to implement SAM
• 	The SAM techniques and processes
• 	The support tools and techniques available for the implementation of SAM and be able to indicate how possible improvements can be made
• 	The management of software assets through stages of their lifecycle and the preparation and distribution of SAM reports and plans throughout the organisation

COURSE STYLE

The Software Asset Management Essentials course is a mixture of traditional classroom training, syndicate exercises, mock exams and group discussions. There is a small amount of evening work which is mainly revision of the comprehensive courseware notes. Exercises include presenting a business case for SAM as well as planning, communicating and conducting a SAM audit, including data analysis and software licence reconciliation.

COURSE TOPICS

SAM: Introduction, principles and impacts

• 	Activities involved in SAM
• 	Development and evolution of SAM
• 	Need for SAM and principles involved
• 	Plans to the approach to the implementation of SAM
• 	Potential benefits, costs and problems
• 	Special characteristics of software assets and licences
• 	SAM processes and potential areas of weakness
• 	Software supply chain and the roles of organisations

Business case for SAM

• 	Considerations and the content of a SAM business case
• 	Obtaining appropriate information
• 	Production of a SAM business case

SAM roles and responsibilities

- Defining and agreeing roles and responsibilities
- Organisational factors to be considered
- Specific responsibilities inc audit and reconciliation work

The SAM process

- Overall SAM process framework
- Stages in the lifecycle of software assets
- SAM processes groups and policies and procedures required

Implementation of SAM

- Stages and activities involved including initiation
- Outline plan for the implementation of SAM
- Resource requirements of product and business as usual

Tools and techniques

- Types of SAM tools and their usage
- Criteria, justification, selection and procurement
- Management and maintenance of SAM information

Reporting

- SAM related reports required throughout the organisation
- Measurements, metrics and Key Performance Indicators
- Report analysis and instigation of process improvements

Interfaces and dependencies

- Interfaces with other IT and Service Management processes
- Inter dependencies of one on the other