ISO/IEC 19770 - Certified Lead Implementer
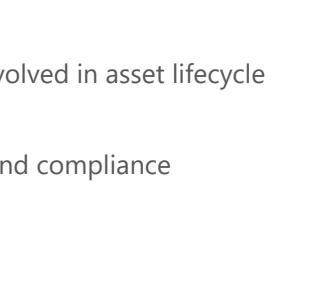
ISO/IEC 19770 - Certified Lead Implementer — Certification Overview

The ISO/IEC 19770 Lead Implementer certification focuses on developing expertise in implementing IT Asset Management (ITAM) systems in accordance with the ISO/IEC 19770 family of standards. These standards provide organizations with a structured framework to manage IT assets effectively, ensuring compliance, optimizing software usage, reducing risks, and controlling costs. By implementing ISO/IEC 19770, organizations can establish clear policies, processes, and controls to manage software licenses, hardware assets, and associated IT resources efficiently.

This certification equips participants with the practical knowledge and skills to lead the planning, implementation, and continual improvement of an IT Asset Management system. Candidates learn how to analyze organizational IT asset requirements, assess gaps, manage risks, and align ITAM practices with business objectives. The course also covers audit readiness, performance evaluation, and compliance with legal and regulatory requirements, empowering professionals to oversee ITAM initiatives and drive measurable benefits across the organization.

Achieving ISO/IEC 19770 Lead Implementer certification demonstrates a professional's ability to implement ITAM frameworks effectively and lead teams toward compliance and optimization. Certified professionals can help organizations reduce software audit risks, optimize software and hardware investments, improve operational efficiency, and ensure consistent reporting and governance of IT assets. Additionally, it enhances the credibility of professionals and organizations, positioning them as leaders in ITAM best practices and sustainable IT management.

Target Audience

• IT Managers and IT Asset Managers responsible for IT asset governance
• Compliance, Risk, and Audit Managers involved in software and hardware compliance
• IT Consultants and Advisors implementing ITAM frameworks
• Professionals responsible for software license management, procurement, and inventory
• Project Managers leading ITAM implementation projects
• IT Operations, Infrastructure, and Service Management personnel involved in asset lifecycle management
• Executives and decision-makers seeking to improve IT cost control and compliance

What Modules are covered?

Module 1 - Introduction to ISO/IEC 19770 and IT Asset Management (ITAM)

• Overview of ISO/IEC 19770 family of standards (Parts 1, 2, 3, and beyond)

• Definition, objectives, and benefits of IT Asset Management

• ITAM lifecycle: Planning, acquisition, deployment, usage, retirement

• Key terms, concepts, and principles in ITAM

• Relationship between ITAM, IT Service Management (ITSM), and business objectives

• Case studies on successful ITAM implementation

Module 2 - Understanding the Requirements of ISO/IEC 19770

• Detailed review of ISO/IEC 19770 requirements

• Roles and responsibilities in ITAM implementation

• Policies, procedures, and governance for IT assets

• Software license compliance requirements and audit considerations

• Risk assessment and legal/regulatory obligations

• Aligning ITAM requirements with organizational strategy

Module 3 - Planning and Establishing ITAM Framework

• Gap analysis and maturity assessment of current IT asset processes

• Developing an ITAM policy aligned with ISO/IEC 19770

• Defining ITAM objectives, scope, and key performance indicators (KPIs)

• Resource allocation for ITAM implementation (people, processes, tools)

• Planning risk-based approaches for ITAM operations

• Integration with other management systems (ISO 9001, ISO 27001, ISO 20000)

Module 4 - Implementation of IT Asset Management System

• Implementing ITAM processes across the asset lifecycle

• Software asset management (SAM) implementation

• Hardware and infrastructure asset management

• Configuration management and change control in ITAM

• Operational controls and process standardization

• Stakeholder engagement and communication for ITAM adoption

Module 5 - Monitoring, Measurement, and Continual Improvement

• Key performance indicators (KPIs) for ITAM performance

• Internal audits and compliance monitoring

• Reporting structures and dashboards for ITAM metrics

• Corrective and preventive actions in ITAM

• Continual improvement using ISO/IEC 19770 principles

• Preparing for external audits and certification

Module 6 - Lead Implementer Skills and Certification Preparation

• Leadership and project management in ITAM implementation

• Change management strategies for ITAM adoption

• Training and capacity building for ITAM teams

• Documentation, records, and evidence management for compliance

• Risk-based decision making and problem-solving

• Mock exercises and case studies for certification readiness