

ITIL® 4 Specialist

IT Asset Management

Candidate Syllabus

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1 Introduction

The purpose of this document is to outline:

- the learning outcomes of the ITIL 4 IT Asset Management (ITAM) qualification and the assessment criteria that a candidate is expected to meet for each learning outcome (with reference to the ITIL 4 ITAM publication)
- the examination design, in terms of question types to be used, exam duration, and administrative considerations
- the weightings (number of questions) across learning outcomes, assessment criteria and 'Bloom's level' (level of cognitive processing required to answer the question/task, according to Bloom's (revised) taxonomy).

The target audience for this document is:

Candidates taking the ITIL 4 IT Asset Management qualification.

This module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the IT Asset Management practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels on how to maximize value creation, control costs, manage risks, meet regulatory and contractual requirements, and support decision-making about the purchase, re-use, retirement, and disposal of IT assets including their impact on sustainability.

In addition, the ITIL Maturity Model is introduced as a tool to help candidates assess and measure the organization's capabilities in service management and identify actions on improvement opportunities to develop ITAM capabilities.

The ITIL 4 IT Asset Management module is structured and aligned around the ITIL framework and the ITIL Practice Guides. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 IT Asset Management publication.

2 Exam Overview

Material allowed	None	This is a 'closed book' exam. The ITIL 4 IT Asset Management publication should be used for study, but is NOT permitted to be used in the exam.
Exam duration	90 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
Number of marks	40 marks	There are 40 questions, each worth 1 mark. There is no negative marking.
Provisional Pass mark	26 marks	You will need to get 26 questions correct (65%) to pass the exam.
Level of thinking	Bloom's levels 2 & 3	"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of the IT Asset Management module. For Bloom's 3 questions, you need to demonstrate application of these concepts, methods and principles of the IT Asset Management module.
Question types	Standard classic, Negative, & List	The questions are all 'multiple choice'. For the 'standard classic' questions, you have a question and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

3 Question Types

Example 'standard' OTQ:

Which is a source of best practice?

- a) Q
- b) P
- c) R
- d) S

Example 'negative standard' OTQ:

Which is NOT a defined area of value?

- a) Q
- b) P
- c) R
- d) S

NOTE: Negative questions are only used as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Example 'list' OTQ:

Which TWO statements about service asset and configuration management are CORRECT?

- 1. It does Q
- 2. It does P
- 3. It does R
- 4. It does S

- a) 1 and 2
- b) 2 and 3
- c) 3 and 4
- d) 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

4 IT Asset Management Syllabus

The table below specifies the learning outcomes of the ITAM qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

Note: Principal book references are in parentheses. These refer to the section, but not the subsections within it. All tables that fall within the references of a particular assessment criterion/sub-criterion should be considered as within scope. Figures will be explicitly referenced.

The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Explain', indicates Level 2 understanding/comprehension, and 'Know how to'/'Apply'/'Identify'/'Carry Out' indicates Level 3 application.

Learning Outcome	Assessment Criteria	Bloom's Level	Marks
1 Understand the key concepts of ITAM	1.1 Identify the purpose, PSFs, and value of the ITAM practice (1, 1.1.1, 1.3.1)	2	8
	1.2 Apply iterative and interdependent scoping to IT asset types and IT asset register (1.1.2.2)	2	
	1.3 Understand the benefits of standard IT assets (1.4.1)	2	
	1.4 Understand the ITAM relationship with governance, compliance, and policies of the organization (3.4)	2	
	1.5 Apply an organization's sustainability objectives to ITAM (1.5.1)	2	
	1.6 Identify the key challenges of ITAM (1.6)	2	
2 Understand ITAM value streams and processes	2.1 Understand the roles and relationships of service value streams, practices, and processes in creation of value (2.1)	2	12
	2.2 Identify the value of a common approach to IT asset lifecycle management (2.2.2, 2.2.1.5)	2	
	2.3 Recognize the sustainability aspects of IT asset decommissioning and disposal actions (2.2.2.6.3)	2	
	2.4 Know how to verify, audit, and analyse IT assets (2.2.3)	3	
	2.5 Apply the concept of IT asset lifecycle models to facilitate consistent handing of specific IT asset types (2.2.1.6)	3	
	2.6 Understand the critical nature of records and documentation to IT asset lifecycle management (2.2.2.7)	2	
	2.7 Know how to integrate ITAM in the organization's value streams (2.3)	3	
	2.8 Identify the relationship between ITAM and the Service configuration management practice (2.4)	2	

Learning Outcome	Assessment Criteria	Bloom's Level	Marks
3 Understand ITAM roles, skills and organizational solutions	3.1 Understand the key skills required for ITAM (3.1)	2	6
	3.2 Describe the responsibilities of the following roles: a) The IT asset manager (3.2.2) b) License manager (3.2.3) c) IT asset owner (3.2.4) d) IT asset custodian (3.2.5) e) IT asset consumer (3.2.6)	2	
	3.3 Know how to apply the LACMT model to ITAM activities (3.2.1, Table 3.1)	3	
	3.4 Know how to position ITAM within an organizational structure (3.3)	3	
4 Understand how information and technology supports and enables ITAM	4.1 Identify the key inputs and outputs of the ITAM practice (4.1)	2	3
	4.2 Describe the key ITAM automation tools and their role in the practice (4.3)	2	
5 Understand the role of partners and suppliers in ITAM	5.1 Understand the types of service relationships (basic, cooperative, partnership) (5.2, 5.2.1-5.2.4)	2	3
	5.2 Understand the complexity of service relationships (5.3)	2	
	5.3 Describe a consistent approach to ITAM across the organization's ecosystem (5.4)	2	
6 Know how to develop ITAM organizational capabilities	6.1 Understand the following key concepts of the ITIL maturity model: a) capability assessment (6) b) capability levels and criteria (6.1.1)	2	8
	6.2 Know how to apply capability criteria to plan ITAM capability development (6.2, 6.3)	3	
	6.3 Identify key metrics and methods for improving ITAM capabilities (6.4)	2	
	6.4 Apply the key steps of the ITAM capability development (6.3)	3	

