



## **IT ASSET MANAGEMENT MENTORING PROGRAM**

### **OVERVIEW**

In recent years, an increasing number of organizations have established a dedicated position of IT Asset Manager, in recognition of the benefits of IT asset management. In many cases, however, the Manager has little or no practical experience in this relatively new discipline and, as such, faces a significant learning curve.

The IT asset management (ITAM) mentoring program provides clients with access to expert consulting services on an advisory basis, as a training vehicle for the Manager.

### **OBJECTIVES**

The objective of the ITAM mentoring program is to educate and train the Manager such that he/she is knowledgeable and largely self-sufficient in ITAM best practices, and can apply those practices to meet the organization's objectives.

Under the program, the ITAM mentor participates as an advisor in selected regular activities of the Manager, as a means to transfer specialized knowledge on an accelerated basis; in effect, 'hands on' training.

Activities in which the ITAM mentor may participate include:

- Meetings re: IT requirements and plans (internal) and products and services (external suppliers).
- Proposal and contract assessments.
- Contract negotiations and management.
- Vendor management.
- Process/policy development.
- Software license management and compliance.
- Development of supporting standard ('toolkit') documents: for example, contract checklists and RFPs.
- IT asset repository selection and implementation.
- Educating other departments about ITAM issues and best practices.

Prior to or as part of the program, it is necessary to define the Manager's mandate and accountabilities, in the context of the organization's objectives for IT asset lifecycle management.

Note that the ITAM mentor's primary role under this program is to advise and educate, not to perform specific tasks (unless requested to do so by the client). As input to the program, *Technology Asset Management* provides a comprehensive model of IT asset management best practices.

### **BENEFITS**

Through the mentoring program, the Manager will become more effective in a shorter period of time. As a result, the organization will begin to implement and realize the expected benefits from their IT asset management initiatives sooner.

### **FEES AND TERMS**

The ITAM mentoring program is available on a retainer basis, with a discount based on the number of committed consulting days per month. Clients may use the consulting days in any manner, subject to reasonable notice and mentor availability.

### **TECHNOLOGY ASSET MANAGEMENT INC.**

*Technology Asset Management Inc.* (TAM) specializes in the maturing discipline of information technology (IT) asset management - policies, processes and technologies that *minimize costs, maximize benefits* and *reduce risks* associated with software and hardware investments. We have a mature consulting practice in IT asset management, through which we assist our clients in implementing IT asset management practices that are relevant to their organization and specific requirements.

### **ABOUT THE MENTOR**

Ms. Sherry Irwin, President and founder of *Technology Asset Management Inc.*, has over twenty years of experience in IT asset management and is recognized as a pioneer and expert in this maturing discipline. Prior to forming TAM in 1995, Sherry was a management consultant with Gartner Group Canada, where she had significant input into Gartner Group's *Software Asset Management (SAM)* research service. In 1998, she became a Giga Expert, providing IT asset management advice to clients of Giga Information Group's research and advisory service. Sherry is also the founder and chair of the *Canadian Software Asset Management Users' Group*, as well as the sponsor of an *IT Asset Management Conference and Solutions Showcase* held annually in Toronto.

For more information, contact *Technology Asset Management Inc.* at [events@tam-inc.com](mailto:events@tam-inc.com)