

PROGRAM OUTLINE: IT ASSET MANAGEMENT (ITAM) MENTOR^(*)

()Also available for license,
contract and/or vendor
management*

In recent years, most organizations have established dedicated position(s) in support all or some aspects of lifecycle IT Asset Management (ITAM), including license, contract and vendor management. In many cases, however, staff has little or no practical experience and, as such, faces a significant learning curve, with potential for delayed or poor results.

PROGRAM OBJECTIVES: The ITAM Mentor program provides affordable and flexible access to a dedicated subject matter expert on an advisory basis, specific to the client situation, to:

- ◆ Accelerate training, skill development and knowledge transfer through 'hands on' involvement.
- ◆ Supplement internal resources, especially during startup.
- ◆ Provide an external, objective, and experienced perspective in support of related activities and decisions.

HOW DOES IT WORK? The ITAM Mentor participates as an advisor in selected activities through a combination of telephone consultations, meetings, and document reviews; the ITAM Mentor may also facilitate meetings or workshops.

Startup and/or operational activities in which the ITAM Mentor may participate include:

- ◆ Defining/validating the ITAM program mandate, in the context of the organization's ITAM objectives.
- ◆ Defining related accountabilities and job descriptions.
- ◆ Development of ITAM process and policy.
- ◆ Software license compliance audits.
- ◆ Development of supporting standard ('toolkit') documents – e.g., contract checklists and RFPs.
- ◆ ITAM tool selection and implementation.
- ◆ Education of other departments about ITAM issues and best practices.
- ◆ Assessment of proposals and contracts for acquisition of IT assets and services; contract negotiations.

Note that 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).

BENEFITS: Through the mentoring program, staff 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 its ITAM initiatives sooner; and, avoid costly and time-wasting mistakes in planning and execution.

FEES AND TERMS: The ITAM Mentor program is available for a nominal retainer, with discounts based on the number of committed hours/days. Clients may use the retained time in any manner, subject to reasonable notice and mentor availability.

ABOUT THE MENTOR: Sherry Irwin, founder and President of *Technology Asset Management Inc. (TAM)*, has over 25 years of ITAM experience, including license, contract and vendor management. She is widely recognized as a pioneer, advocate, educator and expert in this maturing discipline. In addition to her consulting practice, Sherry also developed and conducts a series of workshops and seminars including ITAM strategy and program development, software asset and license management, and contract and vendor management.

Prior to forming *TAM* in 1995, Sherry was a management consultant with Gartner Group Canada. Through *TAM Inc.*, she was also a Giga Expert, providing software asset/license management advice to Giga's clients.

Sherry is also the founder and chair of the *Canadian IT Asset Management Users' Group*.

Program subject to change.

**For more details, call 905-692-9292
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