



Certified Mobile Asset Manager (CMAM)

Course Summary

Description

This Certified Mobile Asset Manager (CMAM) on-demand training course is accredited by APMG and IAITAM and available through GoGoTraining. Completing this course fully qualifies you to sit for the Certified Mobile Asset Manager (CMAM) examination given by IAITAM.

This IAITAM Certified Mobile Asset Management (“CMAM”) course prepares you and your organization for the management of mobile devices. You will learn how to manage personnel, policies, and processes, the key elements in organizational IT management. This course encompasses both organizational owned assets as well as BYOD (employee owned). As with IAITAM courses, this course includes the IAITAM Best Practice Library as its foundation and encompasses financial viability, risk mitigation, policy enforcement, and lifecycle management of mobile assets.

Objectives

By the end of this course, students will be able to:

- Efficiently and accurately conduct mobile acquisition
- Discuss mobile device capabilities
- Guide mobile approach implementation
- Build the framework for real time education and communication
- Identify the approaches on how to apply the framework to mobile devices
- Support why and what to integrate to your ITAM repository
- Effectively talk to management about what is needed to start a mobile approach
- Identify how mobile licenses are different to help build your mobile policy
- Integrate all aspects of a MAM program to be better calculate TCO and ROI

Topics

- Certified Mobile Asset Manager (CMAM) - Course Introduction
- IT Asset Management (ITAM) Profession Introduction
- Communication Assessment Exercise Discussion
- Advocating for your IT Asset Management Program
- Introduction to and Scope of Mobility
- Mobility Impact on ITAM
- ITAM Program and Mobility Roles and Responsibilities Part 1
- ITAM Program and Mobility Roles and Responsibilities Part 2
- ITAM Program and Mobility Roles and Responsibilities Part 3
- Mobility Self-Assessment Review
- Asset Types and Acquisition
- Mobile Asset Management (MAM) Policies and Management
- US Legislation and Security
- Documentation
- People Management

Prerequisite

Although no experience is required for this course, the materials encompass the concepts that address the needs of the mobile IT Asset Manager.

Duration

One Day



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Course Outline

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- I. ***Certified Mobile Asset Manager (CMAM) - Course Introduction***
- II. ***IT Asset Management (ITAM) Profession Introduction***
 - A. International Association of IT Asset Managers (IAITAM)
 - B. 12 Key Process Areas (KPAs) in Certified Mobile Asset Management
 - C. IT Asset Management as a Profession
 - D. Exercise: Communication Styles Assessment
- III. ***Communication Assessment Exercise Discussion***
- IV. ***Advocating for your IT Asset Management Program***
 - A. Communication
 - B. Education
 - C. Policy Management
- V. ***Introduction to and Scope of Mobility***
 - A. Definition of Mobility
 - B. 6 Core Goals of a Mobile Asset Management Program
 - C. Scope of Mobile Asset Management Program
 - D. Influences on the Mobile Asset Management Program
- VI. ***Mobility Impact on ITAM***
 - A. Acquisition and Asset ID
 - B. Communication and Education
 - C. Compliance and legislation
 - D. Documentation
 - E. Vendor Management
 - F. Exercise: Identifying Risk Areas
 - G. Exercise Discussion: Mitigating Common Risk Areas
- VII. ***ITAM Program and Mobility Roles and Responsibilities Part 1***
 - A. Program Manager
 - B. Software Manager
 - C. Acquisition Manager
 - D. Asset ID Manager
 - E. Compliance and Legislation Manager
 - F. Disaster Recovery Personnel
- VIII. ***ITAM Program and Mobility Roles and Responsibilities Part 2***
 - A. Program Manager
 - B. Software Manager
 - C. Acquisition Manager
 - D. Asset ID Manager
 - E. Compliance and Legislation Manager
 - F. Disaster Recovery Personnel
- IX. ***ITAM Program and Mobility Roles and Responsibilities Part 3***
 - A. IT Shipment Receiving
 - B. Security Team
 - C. Help Desk
 - D. Vendor Manager
 - E. Exercise: Mobility Self-Assessment
- X. ***Mobility Self-Assessment Review***
- XI. ***Asset Types and Acquisition***
 - A. Asset Types
 - B. Deciding on your Mobile Assets
 - C. What Peripherals will you Support?
 - D. Acquisition of Assets and Peripherals
 - E. Exercise: Mobile Asset/Peripheral Types Assessment
 - F. Exercise: Understanding Needs of Mobile Program
 - G. Exercise Discussion: Understanding Needs of Mobile Program
- XII. ***Mobile Asset Management (MAM) Policies and Management***
 - A. MAM Policies
 - B. Exercise: Policy Development
 - C. Financial Management
 - D. Risk Management



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Course Outline (cont.)

XIII. US Legislation and Security

- A. Healthcare Legislation
- B. Financial legislation
- C. Electronically Stored Information (ESI)
- D. Disposal Laws
- E. Security Practices
- F. Exercise: US Legislation Considerations

XIV. Documentation

- A. Documentation Management
- B. Who gets Mobile Assets and Types?
- C. Mobility and the Organization

XV. People Management

- A. Managing the People with the Mobile Devices
- B. Mobile Questions for your Organization