ITAM Institute

Hardware Asset Management Specialist Certification Exam Specification

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Introduction

The Hardware Asset Management Specialist certification validates that candidates have a firm understanding of IT Asset Management, and can perform the core duties of an IT Asset Manager. The exam is built around the core ITAM principles.

The exam also includes a free digital copy of the book "An IT Manager's Guide to Hardware Asset Management", which will take you through the core hardware asset management processes.

Skills Measured

- Understanding of what IT Asset Management is
- Role of ITAM in an organization
- Starting up an ITAM program
- Executive buy in
- The Asset Repository
- Asset Procurement
- Install Move Add Change (IMAC) process
- The Asset Lifecycle
- Vendor Management
- Asset tagging
- IT Asset Disposition (ITAD) process
- Reporting
- ITAM Maturity Model

Exam Information

- 40 Questions
- 60% Passing Score
- Open Book Exam
- 1 Hour Duration
- 2nd Exam Attempt Included
- Certificate Generated Instantly Upon Passing

Target Audience

- IT Asset Manager
- IT Manager
- Project Manager

- Service Desk Engineer
- IT Director
- Chief Technology Officer (CTO)
- Procurement Specialist
- ITSM Consultant

Sample Question(s)

Sample Question #1

Which IT Asset Management process deals with the return of company owned assets when an end user leaves an organization? (Select one)

A. Asset Disposal Process
B. Lost of Stolen Asset Process
C. Asset Audit Process
D. Employee Termination/Offboarding Process

Correct Answer: D

Sample Question #2

Assets that are not required to be tracked while in-use, and have a low value are often referred to as (Select one)

A. Monitors
B. Consumables
C. Laptops
D. Computers

Correct Answer: B

Sample Question #3

What types of expenses contribute to the total cost of ownership (TCO) for an asset? (Select the three best answers)

A. Asset disposal costs
B. Asset tracking costs
C. Building maintenance costs
D. Asset storage costs

Correct Answer: A, B, and D

Sample Question #4

Select the statement which best describes what IT chargeback is (Select one)

    A. IT chargeback is the process where departments are not charged for the cost of assets
    B. IT chargeback is the process where departments are charged for the cost of assets, IT services and software
    C. IT chargeback is the process where end users are billed for network outages and cyber attacks
    D. IT chargeback is the process where departments are charged for vendor issues

       Correct Answer: B

Sample Question #5

What does IMAC stand for? (Select one)

    A. Install, Move, Add, Certify
    B. Initiate, Move, Add, Change
    C. Install, Move, Add, Configure
    D. Install, Move, Add, Change

       Correct Answer: D

For more information, visit https://itaminstitute.org/certifications/hardware-asset-management-specialist/