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Mapping of PROZM® ITAM Framework to/from ISO/IEC 19770-1:2017 as per ISO/IEC 19770-8 guidelines

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# Introduction

This Document “Mapping PROZM® ITAM Framework to and from ISO/IEC 19770-1: 2017” is prepared to map the PROZM® ITAM Framework to ISO/IEC 19770-1:2017 and vice versa.

PROZM® IT Asset Management (ITAM) framework is the outcome of training requirements of ITAM professionals and has got in its current form and shape based on feedback received via industry professionals and ITAM.ORG (an ISO IEC JTC1 SC7 Liaison Organization) members world over.

PROZM® ITAM framework is conceptualised and evolved with the basic aim to assist ITAM professionals in planning and Implementing IT Asset Management System.

PROZM® ITAM framework helps the organization implement ITAM best practices and provides a systematic approach for best-in-class IT Asset Management. The current version of PROZM® ITAM framework is designed taking into account the alignment with Management System Standard (MSS) guidance as provided in “ISO/IEC Directives, Part 1, Consolidated ISO Supplement, 2021 Annex SL Appendix 2 Harmonized structure for MSS with guidance for use (2021-05\_Annex\_SL\_Appendix\_2)”.

# Systematic IT Asset Management

PROZM® ITAM Framework emphasizes on following four distinct areas for Systematic IT Asset Management:

1. Organizational Management

2. Planning and Implementation

3. Operations Management

4. Performance Evaluation and Improvement

PROZM® ITAM framework helps in Systematic Management of IT Assets of an organization of any size and nature. The framework considers all types of IT Assets viz. IT Software Assets, IT Hardware Assets, Cloud Assets (Resources and Services), etc., which an organization considers in the scope of IT Asset Management. Asset Classification and Asset Identification plays a major role in effective asset management.

The core of the PROZM® ITAM framework is based on the IT Asset Lifecycle definition as per Organization's context and ITAM objectives.

For better Asset visibility and insights, Asset Information and Asset Relations Mapping Information plays a major role. The PROZM® ITAM framework stresses on importance of Information Management.

In some places words “information” and “data” are used interchangeably.

# About Mapping

How this mapping is done? – The mapping is done as per guidelines provided by:

**ISO/IEC 19770-8:2020 : Information technology — IT asset management — Part 8: Guidelines for mapping of industry practices to/from the ISO/IEC 19770 family of standards**

The intention of this International Standard is that the formats defined are applicable to a wide range of industry practices, including both those published by standards bodies, industry organizations or software publishers, and those defined in a unique manner within organizations. Having this information available, no doubt simplifies the learning curve in the adoption of ISO/IEC 19770-1 and enhances its visibility.

Objective of the mapping is to highlight how PROZM® ITAM framework implementation can help achieve the requirements of ISO/IEC 19770-1. Following are the documents used for Mapping.

3.1 mapping document - document that relates ISO/IEC 19770-1 and an existing industry practice

3.2 source document - ISO/IEC 19770-1 or document defining an existing industry practice

Notes on mapping

1. The PROZM® framework level numbers and activities may not be sequential
2. To know more about the detailed framework and implementation do visit us at <https://prozm.com>
3. Please share feedback or queries on info@prozm.com

# Mapping from **ISO/IEC 19770-1:2017** to **PROZM® ITAM Framework**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **["From" segment] ISO/IEC 19770-1:2017 Information Technology - IT Asset Management - Part 1: IT asset management systems - Requirements** | | | **["To" segment] PROZM® ITAM Framework - version 4.8** | | | | | **Comments** |
| **Requirement Area** | **Requirement** | **Sub-Requirement** | **Level I area name** | **Level 2 area name** | **Level 3 area name** | **Section # reference** | **Caption** |
| 4 Context of the organization | 4.1 Understanding the organization and its context | N/A | 1. Organizational Management | 1.1 Objectives of the organization for establishing ITAMS | 1.1.1 Know the Organization and IT Infrastructure |  |  |  |
|  | 4.2 Understanding the needs and expectations of stakeholders | N/A | 1. Organizational Management | 1.2 Identification of Stakeholders and Stakeholder Requirements | N/A |  |  |  |
|  | 4.3 Determining the scope of IT asset management system | N/A | 1. Organizational Management | 1.1 Objectives of the organization for establishing ITAMS | 1.1.2 Define the Objectives of ITAMS and Scope of ITAMS |  |  |  |
|  | 4.4 IT asset management system | N/A | 1. Organizational Management | 1.3 Defining ITAMS | N/A |  |  |  |
| 5 Leadership | 5.1 Leadership and commitment | N/A | 1. Organizational Management | 1.4 ITAM Committee | 1.4.1. ITAM Charter |  |  |  |
|  | 5.2 Policy | N/A | 1. Organizational Management | 1.4 ITAM Committee | 1.4.3. ITAM Policies |  |  |  |
|  | 5.3 Organizational roles, responsibilities and authorities | N/A | 1. Organizational Management | 1.4 ITAM Committee | 1.4.2. Organizational Structure for ITAM |  |  |  |
| 6 Planning | 6.1 Actions to address risks and opportunities for the IT asset management system | 6.1.1 General | 2. Planning and Implementation | 2.2 Development of ITAM Plan and Implementation | 2.2.1 General |  |  |  |
|  |  | 6.1.2 IT asset risk assessment | 2. Planning and Implementation | 2.1 Objectives of ITAM | 2.1.2 IT Asset Risk Management |  |  |  |
|  |  | 6.1.3 IT asset risk treatment | 2. Planning and Implementation | 2.1 Objectives of ITAM | 2.1.2 IT Asset Risk Management |  |  |  |
|  | 6.2 IT asset management objectives and planning to achieve them | 6.2.1 IT asset management operation process specification | 2. Planning and Implementation | 2.2 Development of ITAM Plan and Implementation | 2.2.2 Definition of IT Asset Lifecycle  2.2.4 Definition of ITAM Processes |  |  |  |
|  |  | 6.2.2 IT asset management objectives for operation processes | 2. Planning and Implementation | 2.2 Development of ITAM Plan and Implementation | 2.2.4 Definition of ITAM Processes |  |  |  |
|  |  | 6.2.3 Overall IT asset management objectives | 2. Planning and Implementation | 2.1 Objectives of ITAM | 2.1.1 Benefits to the Organization  2.1.2 IT Asset Risk Management |  |  |  |
|  |  | 6.2.4 Planning to achieve IT asset management objectives | 2. Planning and Implementation | 2.2 Development of ITAM Plan and Implementation | 2.2.1 General  2.2.2 Definition of IT Asset Lifecycle  2.2.3 Definition of ITAM Roles and Responsibilities  2.2.4 Definition of ITAM Processes  2.2.5 Resources and Competence |  |  |  |
| 7 Support | 7.1 Resources | N/A | 2. Planning and Implementation | 2.2 Development of ITAM Plan and Implementation | 2.2.5 Resources and Competence |  |  |  |
|  | 7.2 Competence | N/A | 2. Planning and Implementation | 2.2 Development of ITAM Plan and Implementation | 2.2.5 Resources and Competence |  |  |  |
|  | 7.3 Awareness | N/A | 2. Planning and Implementation | 2.3 Awareness and Communication | N/A |  |  |  |
|  | 7.4 Communication | N/A | 2. Planning and Implementation | 2.3 Awareness and Communication | N/A |  |  |  |
|  | 7.5 Information requirements | N/A | 2. Planning and Implementation | 2.4 Information Management and Documentation | N/A |  |  |  |
|  | 7.6 Documented information | 7.6.1 General | 2. Planning and Implementation | 2.4 Information Management and Documentation | N/A |  |  |  |
|  |  | 7.6.2 Traceability of ownership and responsibility | 2. Planning and Implementation | 2.4 Information Management and Documentation | N/A |  |  |  |
|  |  | 7.6.3 Audit trails of authorizations and execution of authorizations | 2. Planning and Implementation | 2.4 Information Management and Documentation | N/A |  |  |  |
|  |  | 7.6.4 Creating and updating | 2. Planning and Implementation | 2.4 Information Management and Documentation | N/A |  |  |  |
|  |  | 7.6.5 Control of documented information | 2. Planning and Implementation | 2.4 Information Management and Documentation | N/A |  |  |  |
| 8 Operation | 8.1 Operational planning and control | N/A | 3. Operations Management | 3.1 IT Asset Lifecycle Management | 3.1.1 IT Asset Catalog Management  3.1.2 User Request for Asset and Allocation  3.1.3 Asset Acquisition and Receiving Assets  3.1.4 Deployment  3.1.5 Operate (IT Asset in Use)  3.1.6 Retirement |  |  |  |
|  | 8.2 Management of change | N/A | 3. Operations Management | 3.11 Management of Change | N/A |  |  |  |
|  | 8.3 Core data management | N/A | 3. Operations Management | 3.2 IT Asset Data Management and Analysis | N/A |  |  |  |
|  | 8.4 License management | N/A | 3. Operations Management | 3.1 IT Asset Lifecycle Management  3.3 Compliance Management  3.4 IT Asset Usage Monitoring and Optimization  3.7 Management of Software License Entitlements, License Keys and Software Installation files | 3.1.2 User Request for Assets and Allocation  3.1.3 Asset Acquisition and Receiving Assets  3.1.6 Retirement  N/A  N/A  N/A |  |  |  |
|  | 8.5 Security management | N/A | 2. Planning and Implementation  3. Operations Management | 2.4 Information Management and Documentation  3.6 IT Asset Security Management  3.7 Management of Software License Entitlements, License Keys and Software Installation files  3.8 IT Asset Stockroom(s) Management | N/A  N/A  N/A  N/A |  |  |  |
|  | 8.6 Other processes | N/A | 3. Operations Management | 3.3 Compliance Management  3.4 IT Asset Usage Monitoring and Optimization  3.5 IT Asset Maintenance and Support Management  3.7 Management of Software License Entitlements, License Keys and Software Installation files  3.8 IT Asset Stockroom(s) Management  3.10 Management of Cloud Resources  3.12 Management of Incidents  3.13 Management of Problem | N/A  N/A  N/A  N/A  N/A  3.10.1 Cloud Resources allocation and de-allocation  3.10.2 Cloud Resources Usage Monitoring and Compliance Check  3.10.3 Cloud Exit Management  N/A  N/A |  |  |  |
|  | 8.7 Outsourcing and services | N/A | 3. Operations Management | 3.9 Stake Holder Management | 3.9.2 Management of Service and Operational Levels  3.9.3 Contract Management  3.9.4 Software Licensor Management  3.9.5 Manufacturer Management  3.9.6 Supplier Management  3.9.7 Service Provider Management |  |  |  |
|  | 8.8 Mixed responsibilities between the organization and its personnel | N/A | 2. Planning and Implementation  3. Operations Management | 2.2 Planning for ITAM and Implementation  3.9 Stake Holder Management | 2.2.3 Definition of ITAM Roles and Responsibilities  3.9.1 Relationship Management  3.9.2 Management of Service and Operational Levels |  |  |  |
| 9 Performance evaluation | 9.1 Monitoring, measurement, analysis and evaluation | N/A | 4. Performance Evaluation and Improvement | 4.1 Feedback from Stakeholders  4.3 Management Reporting and Review | N/A  4.3.1 Periodic Reporting of Compliance, Optimization, etc. |  |  |  |
|  | 9.2 Internal audit | 9.2.1 General | 4. Performance Evaluation and Improvement | 4.2 Assessment of IT Asset Management System | N/A |  |  |  |
|  |  | 9.2.2 Audit requirements | 4. Performance Evaluation and Improvement | 4.2 Assessment of IT Asset Management System | N/A |  |  |  |
|  | 9.3 Management review | N/A | 4. Performance Evaluation and Improvement | 4.3 Management Reporting and Review | 4.3.2 Periodic Review of ITAM Plan, Review of ITAM System Assessment Report, etc. |  |  |  |
| 10 Improvement | 10.1 Nonconformity and corrective action | N/A | 4. Performance Evaluation and Improvement | 4.4 Corrective Actions and Continual Improvement | N/A |  |  |  |
|  | 10.2 Preventative action | N/A | 4. Performance Evaluation and Improvement | 4.4 Corrective Actions and Continual Improvement | N/A |  |  |  |
|  | 10.3 Continual improvement | N/A | 4. Performance Evaluation and Improvement | 4.4 Corrective Actions and Continual Improvement | N/A |  |  |  |

# Mapping from **PROZM® ITAM Framework** to **ISO/IEC 19770-1:2017**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **["From" segment] PROZM® ITAM Framework - version 4.8** | | | | | **["From" segment] ISO/IEC 19770-1:2017 Information Technology - IT Asset Management - Part 1: IT asset management systems - Requirements** | | | **Comments** |
| **Level I area name** | **Level II area name** | **Level III area name** | **Section # reference** | **Caption** | **Requirement Area** | **Requirement** | **Sub-Requirement** |
| 1. Organizational Management | 1.1 Objectives of the organization for establishing ITAMS | 1.1.1 Know the Organization and IT Infrastructure |  |  | 4 Context of the organization | 4.1 Understanding the organization and its context | N/A |  |
|  |  | 1.1.2 Define the Objectives of ITAMS and Scope of ITAMS |  |  | 4 Context of the organization | 4.3 Determining the scope of IT asset management system | N/A |  |
|  | 1.2 Identification of Stakeholders and Stakeholder Requirements | N/A |  |  | 4 Context of the organization | 4.2 Understanding the needs and expectations of stakeholders | N/A |  |
|  | 1.3 Defining ITAMS | N/A |  |  | 4 Context of the organization | 4.4 IT asset management system | N/A |  |
|  | 1.4 ITAM Committee | 1.4.1 ITAM Charter |  |  | 5 Leadership | 5.1 Leadership and commitment | N/A |  |
|  |  | 1.4.2 Organizational Structure for ITAM |  |  | 5 Leadership | 5.3 Organizational roles, responsibilities and authorities | N/A |  |
|  |  | 1.4.3 ITAM Policies |  |  | 5 Leadership | 5.2 Policy | N/A |  |
| 2. Planning and Implementation | 2.1 Objectives of ITAM | 2.1.1 Benefits to the Organization |  |  | 6 Planning | 6.2 IT asset management objectives and planning to achieve them | 6.2.3 Overall IT asset management objectives |  |
|  |  | 2.1.2 IT Asset Risk Management |  |  | 6 Planning | 6.1 Actions to address risks and opportunities for the IT asset management system  6.2 IT asset management objectives and planning to achieve them | 6.1.2 IT asset risk assessment  6.1.3 IT asset risk treatment  6.2.3 Overall IT asset management objectives |  |
|  | 2.2 Development of ITAM Plan and Implementation | 2.2.1 General |  |  | 6 Planning | 6.1 Actions to address risks and opportunities for the IT asset management system  6.2 IT asset management objectives and planning to achieve them | 6.1.1 General  6.2.4 Planning to achieve IT asset management objectives |  |
|  |  | 2.2.2 Definition of IT Asset Lifecycle |  |  | 6 Planning | 6.2 IT asset management objectives and planning to achieve them | 6.2.1 IT asset management operation process specification  6.2.4 Planning to achieve IT asset management objectives |  |
|  |  | 2.2.3 Definition of ITAM Roles and Responsibilities |  |  | 5 Leadership  6 Planning  8 Operation | 5.3 Organizational roles, responsibilities and authorities  6.2 IT asset management objectives and planning to achieve them  8.8 Mixed responsibilities between the organization and its personnel | N/A  6.2.4 Planning to achieve IT asset management objectives  N/A |  |
|  |  | 2.2.4 Definition of ITAM Processes |  |  | 6 Planning | 6.2 IT asset management objectives and planning to achieve them | 6.2.1 IT asset management operation process specification 6.2.2 IT asset management objectives for operation processes  6.2.4 Planning to achieve IT asset management objectives |  |
|  |  | 2.2.5 Resources and Competence |  |  | 6 Planning  7 Support | 6.2 IT asset management objectives and planning to achieve them  7.1 Resources  7.2 Competence | 6.2.4 Planning to achieve IT asset management objectives  N/A  N/A |  |
|  | 2.3 Awareness and Communication | N/A |  |  | 7 Support | 7.3 Awareness  7.4 Communication | N/A  N/A |  |
|  | 2.4 Information Management and Documentation | N/A |  |  | 7 Support  8 Operation | 7.5 Information requirements  7.6 Documented information  8.5 Security management | N/A  7.6.1 General  7.6.2 Traceability of ownership and responsibility  7.6.3 Audit trails of authorizations and execution of authorizations  7.6.4 Creating and updating  7.6.5 Control of documented information  N/A |  |
| 3. Operations Management | 3.1 IT Asset Lifecycle Management | 3.1.1 IT Asset Catalog Management |  |  | 8 Operation | 8.1 Operational planning and control | N/A |  |
|  |  | 3.1.2 User Request for Assets and Allocation |  |  | 8 Operation | 8.1 Operational planning and control  8.4 License management | N/A  N/A |  |
|  |  | 3.1.3 Asset Acquisition and Receiving Assets |  |  | 8 Operation | 8.1 Operational planning and control  8.4 License management | N/A  N/A |  |
|  |  | 3.1.4 Deployment |  |  | 8 Operation | 8.1 Operational planning and control  8.6 Other processes | N/A  N/A |  |
|  |  | 3.1.5 Operate (IT Asset in Use) |  |  | 8 Operation | 8.1 Operational planning and control  8.6 Other processes | N/A  N/A |  |
|  |  | 3.1.6 Retirement |  |  | 8 Operation | 8.1 Operational planning and control  8.4 License management  8.6 Other processes | N/A  N/A  N/A |  |
|  | 3.2 IT Asset Data Management and Analysis | N/A |  |  | 8 Operation | 8.3 Core data management  8.5 Security management | N/A  N/A |  |
|  | 3.3 Compliance Management | N/A |  |  | 8 Operation | 8.4 License management  8.6 Other processes | N/A |  |
|  | 3.4 IT Asset Usage Monitoring and Optimization | N/A |  |  | 8 Operation | 8.4 License management  8.6 Other processes | N/A  N/A |  |
|  | 3.5 IT Asset Maintenance and Support Management | N/A |  |  | 8 Operation | 8.6 Other processes | N/A |  |
|  | 3.6 IT Asset Security Management | N/A |  |  | 8 Operation | 8.5 Security management | N/A |  |
|  | 3.7 Management of Software License Entitlements, License Keys and Software Installation files | N/A |  |  | 8 Operation | 8.4 License management  8.5 Security management  8.6 Other processes | N/A  N/A  N/A |  |
|  | 3.8 IT Asset Stockroom(s) Management | N/A |  |  | 8 Operation | 8.5 Security management  8.6 Other processes | N/A  N/A |  |
|  | 3.9 Stake Holder Management | 3.9.1 Relationship Management |  |  | 8 Operation | 8.8 Mixed responsibilities between the organization and its personnel | N/A |  |
|  |  | 3.9.2 Management of Service and Operational Levels |  |  | 8 Operation | 8.7 Outsourcing and services  8.8 Mixed responsibilities between the organization and its personnel | N/A  N/A |  |
|  |  | 3.9.3 Contract Management |  |  | 8 Operation | 8.7 Outsourcing and services | N/A |  |
|  |  | 3.9.4 Software Licensor Management |  |  | 8 Operation | 8.7 Outsourcing and services | N/A |  |
|  |  | 3.9.5 Manufacturer Management |  |  | 8 Operation | 8.7 Outsourcing and services | N/A |  |
|  |  | 3.9.6 Supplier / Vendor Management |  |  | 8 Operation | 8.7 Outsourcing and services | N/A |  |
|  |  | 3.9.7 Service Provider Management |  |  | 8 Operation | 8.7 Outsourcing and services | N/A |  |
|  | 3.10 Management of Cloud Resources | 3.10.1 Cloud Resources Allocation and De-allocation |  |  | 8 Operation | 8.6 Other processes | N/A |  |
|  |  | 3.10.2 Cloud Resources Usage Monitoring and Compliance Check |  |  | 8 Operation | 8.6 Other processes | N/A |  |
|  |  | 3.10.3 Cloud Exit Management |  |  | 8 Operation | 8.6 Other processes | N/A |  |
|  | 3.11 Management of Change | N/A |  |  | 8 Operation | 8.2 Management of change | N/A |  |
|  | 3.12 Management of Incident | N/A |  |  | 8 Operation | 8.6 Other processes | N/A |  |
|  | 3.13 Management of Problem | N/A |  |  | 8 Operation | 8.6 Other processes | N/A |  |
| 4. Performance Evaluation and Improvement | 4.1 Feedback from Stakeholders | N/A |  |  | 9 Performance evaluation | 9.1 Monitoring, measurement, analysis and evaluation | N/A |  |
|  | 4.2 Assessment of IT Asset Management System | N/A |  |  | 9 Performance evaluation | 9.2 Internal audit | 9.2.1 General  9.2.2 Audit requirements |  |
|  | 4.3 Management Reporting and Review | 4.3.1 Periodic Reporting of Compliance, Optimization, etc. |  |  | 9 Performance evaluation | 9.1 Monitoring, measurement, analysis and evaluation  9.3 Management review | N/A  N/A |  |
|  |  | 4.3.2 Periodic Review of ITAM Plan, Review of ITAM System Assessment Report, etc. |  |  | 9 Performance evaluation | 9.3 Management review | N/A |  |
|  | 4.4 Corrective Actions and Continual Improvement | N/A |  |  | 10 Improvement | 10.1 Nonconformity and corrective action  10.2 Preventative action  10.3 Continual improvement | N/A  N/A  N/A |  |