

# Course Curriculum

## Part I:

### Management Principles for ISO-aligned SAM Systems

<b>1. Plan</b>	Context of the Organization
	Leadership
	Planning for SAM
	Support
<b>2. Do</b>	Operations
	Management of Change
	Core Data Management
	License & Security Management
<b>3. Check</b>	Performance Evaluation
	Internal Audits
	Management Review
<b>4. Act</b>	Nonconformity and Corrective Action
	Preventative Action
	Continual Improvement
	Case Study

## Part II:

### Process Requirements for ISO-aligned SAM Systems

<b>Tier 1: Trustworthy Data</b>	Introduction to Trustworthy Data
	Change Management
	Data Management
	License Management
	Security Management
	Case Study
<b>Tier 2: Life Cycle Integration</b>	Introduction to Life Cycle Integration
	Specification
	Acquisition
	Development
	Release
	Deployment
	Operation
	Retirement
	Case Study
<b>Tier 3: Optimization</b>	Introduction to Optimization
	Relationship and Contract Management
	Financial Management
	Service Level Management
	Other Risk Management

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