

Course Curriculum

Part I:

Management Principles for ISO-aligned SAM Systems

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

Part II:

Process Requirements for ISO-aligned SAM Systems

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

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