



# President's Letter

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Six years. IAITAM was started just six years ago with an idea that asset management was indeed a true field of study and that organizations around the world were struggling to determine what that meant to their enterprise. IAITAM has grown as the awareness and industry grew. So, like any organization, with a handful of employees and drive enough for an army, policies were outward facing. All was copasetic to our clients as we churned, created best practices, new courseware and a world-class membership organization.

But along with that growth comes the need for policies and procedures. IAITAM struggled in those early years to get the product to market as all self starters do, and the internal workings of the organization lagged behind a tad, but because of the management team and their talents, IAITAM's internal policies quickly grew to equal the high standards of its outward facing products and services.

Policy Management – all organizations have to take stock of what that means to the environment as IAITAM did. IT Asset Management policies effect the entire enterprise from the time the employee signs the employment agreement till the time they exit the organization. A company's IT infrastructure is the operating backbone of the organization. Could you function today without your computer?

An employee needs to understand that adherence to the ITAM policies are just as crucial to their employment as the vacation/sick day policy. Policies may be limiting and feel restrictive, but the intent is not to punish or limit an employee's job performance. Rather, policies should be implemented so that the vast majority within an organization can easily abide by them and any nonconformity that arises can be handled on a case by case basis.

Abuses are not to be tolerated and there should be well documented and agreed to penalties for violation of ITAM policies. IAITAM as other organizations had to look at their internal network, implement lock down procedures, software policies and standards across the enterprise for our IT equipment. No longer could employees download shareware or trial software without the intervention of the asset management team within the organization.

What impact on the employees has this had you ask? Everyone shares the same basic configuration and all employees can communicate without issue with each other and there are minimal calls to the technical support team because of unsupported installs. There is less wasted time dealing with problems with unsupported software and upgrades are rolled out at once to all which saves time.

IAITAM of course is a small enterprise compared to many of our members, but the experiences we have with ITAM policies are shared by all. The savings realized and ease in management of the internal IT infrastructure once the policies were established have lessened the pains that a young organization sometimes experiences during periods of growth. From our own experience, IAITAM can attest to the fact that Policy Management is an effective and necessary Key Process Area of an Asset Management program.

A handwritten signature in black ink, appearing to read 'Barbara Rembiesa'.

Barbara Rembiesa  
President and Founder  
IAITAM