



# Technical Specification

**ISO/IEC TS  
19770-10**

## Information technology — IT asset management —

### Part 10: Guidance for implementing ITAM

*Technologies de l'information — Gestion des actifs  
informatiques —*

*Partie 10: Recommandations pour la mise en œuvre de l'ITAM*

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## Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives) or [www.iec.ch/members\\_experts/refdocs](http://www.iec.ch/members_experts/refdocs)).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html). In the IEC, see [www.iec.ch/understanding-standards](http://www.iec.ch/understanding-standards).

This document was prepared by Joint Technical Committee ISO/IEC JTC1, *Information technology*, Subcommittee SC7, *Software and system engineering*.

A list of all parts in the ISO/IEC 19770 series can be found on the ISO and IEC website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).

## Introduction

### 0.1 Purpose

The purpose of this document is to provide guidance for implementing an information technology asset management (ITAM) system, meeting current market demand (determined by a survey and subsequent validation activities). The guidance given in this document is aligned with the requirements for IT asset management systems in ISO/IEC 19770-1.

In this document, the term ITAM by itself is used in a generic sense applicable to all ITAM implementations. The term ISO ITAM is used to describe an ITAM implementation which fully conforms to ISO/IEC 19770-1.

This document is intended to address the most important needs of the majority of ITAM practitioners, but it cannot be fully comprehensive for all situations.

Because this document provides guidance, it does not specify any requirements itself. However, it cites requirements or external constraints in some cases, for example:

- where requirements from ISO/IEC 19770-1 are being cited or discussed;
- where requirements of the organization or its stakeholders are being discussed, or where suggestions are made for how users can specify mandatory requirements of their own, e.g. for use within their own organizations or for requests for proposal (RFPs).
- where requirements of the ITAM system are being discussed, as determined by the organization or by its environment.

### 0.2 Target audience

The primary audience for this document is organizations that want to improve their ITAM. It is assumed that this audience has a basic knowledge of ITAM and of ISO/IEC 19770-1. This document is focused on guidance for making incremental improvements to an organization's ITAM. Organizations wishing to conform to ISO/IEC 19770-1 are a secondary target audience for this document. However, the content and structure of this document are determined primarily by the needs of ITAM improvers.

For organizations looking for the simplest possible approach to improving their IT asset management system, [Annex E](#) should be followed.

For organizations able to fully analyse their environment and requirements, which is the primary target audience of this document, all the guidance in this document should be followed.

For the sake of clarity, it can be helpful to identify certain audiences that are not targeted by this document. These are:

- organizations that are effectively beginners in ITAM;
- organizations that are not directly implementing ITAM for their own use; while such organizations can benefit from the guidance, this document does not address specific issues unique to their requirements, for example:
  - software publishers;
  - ITAM tool and technology vendors;
  - ITAM managed service providers.

### 0.3 Related documents

Users of this document should also have copies of ISO/IEC 19770-1 and ISO/IEC 19770-5.

- ISO/IEC 19770-1: Given the close alignment of this document to ISO/IEC 19770-1 and to avoid the repetition of large sections of content from ISO/IEC 19770-1, this document assumes that it is being used together with ISO/IEC 19770-1.