

. Service name

Service name

TRUSTMARQUE ITAM MATURITY ASSESSMENT

. About your service

Service description

Trustmarque's ITAM Assessment is a crucial first step for any organisation looking to develop an optimised Software Asset Management strategy, with the ultimate aim of facilitating a highly-controlled software estate with reduced, predictable costs and minimal risk.

. Service features and benefits

Service features and benefits

- Service features
 - Align IT Asset Management improvement to business objectives
 - Identify IT Asset Management into areas of improvement
 - Produce a clear roadmap to deliver enhanced IT Asset Management
 - Motivate teams to achieve ITAM excellence
 - Ensure an objective review with assessments against ISO Standards/ITIL
 - Support service improvements towards ISO19770-1 Standards
 - ITAM Policies and Procedures
- Service benefits
 - Gain a clear view of your existing ITAM policies/processes
 - Achieve foundation for ITAM with potential to reduce costs/risks
 - Develop an individual ITAM Action Plan to achieve ultimate objectives
 - Improve ITAM and SAM Processes
 - Improve ITAM service delivery
 - Reduce unnecessary costs
 - Improve information security

. Planning

Planning

- Planning service

Yes

- How the planning service works

ITAM Maturity Assessment supports an organisations Software and Hardware Asset Management Policies and Procedures across on premise, cloud and hybrid infrastructures.

- Planning service works with specific services

No

• Setup and migration

Setup and migration

- Setup or migration service available

Yes

- How the setup or migration service works

See other G Cloud Support services available from Trustmarque.

- Setup or migration service is for specific cloud services

No

• Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service

No

• Security services

Security services

- Security services

Yes

- Security services type
 - Security strategy
 - Security risk management
 - Security design
 - Cyber security consultancy
 - Security testing
 - Security incident management

- Security audit services
 - Certified security testers
- Yes
- Security testing certifications
-
- CHECK
 - CREST
 - Cyber Scheme

• Training

Training

- Training service provided

No

• Ongoing support

Ongoing support

- Ongoing support service

No

• Service scope

Service constraints

Particular constraints would need to be further understood as part of service scoping and project take-on.

• Reselling

Supplier type

- Supplier type

I'm not a reseller

• User support

Email or ticketing support

- Email or online ticketing support

No

Phone support

- Phone support

No

Web chat support

- Web chat support

No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.