

# IT Asset Management (ITAM) Assessment Criteria

(Assessment Criteria using the maturity model based on IT Asset Management Standard)

**Ver.1.0**

**Sep. 1st, 2020**



**The Association of Standardization for IT Asset Management Assessment & Clarification**

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Disclaimer and Restrictions on Use of the IT Asset Management Evaluation Criteria

The original version of this document is the Japanese version. This document is a translated version of that Japanese version.

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## Introduction

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### 1. About SAMAC and the ITAM Assessment Criteria

SAMAC is a nonprofit organization established to drive the implementation of proper IT asset management practices. The operations of SAMAC are listed below.

- ❑ Operations to evaluate the maturity level to which ITAM has been adopted in organizations such as corporations and public institutions (evaluation of maturity level).
- ❑ Operations such as providing training, certification criteria, and other services for organizations and consultants that provide support for establishing ITAM structures, and development in areas such as the certification and the certification management.
- ❑ Various operations as needed for the appropriate adoption of ITAM.

SAMAC also establishes and operates IT asset management standards and assessment criteria for use in evaluation of ITAM. The ITAM Standard has been established within the framework of these standards and criteria. SAMAC succeeded activity of the Software Asset Management Consortium (SAMCon), which created SAM Standard and SAM Assessment Criteria originally, and these standards are developing conforming to ISO/IEC19770 and related JIS standard.

### 2. Members of the working group responsible for establishment of the ITAM Assessment Criteria Ver. 1.0

ITAM Assessment Criteria Ver. 1.0 was established by the SAMAC Standards Working Group.

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## I. About ITAM Assessment Criteria

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### 1. Necessity of Assessment Criteria

In order to improve the IT asset management of the organization, it is important to know the current level of management. For that purpose, it is necessary to establish the assessment criteria to grasp the management level of the current situation. However, there was no standard assessment criteria for IT asset management until then. So, it was difficult to grasp the management level of the organization by themselves. Most of the managers and administrators who are responsible continued the way of conventional management, while they had doubt.

- ☐ Is the current ITAM appropriate? Is there any problem with ITAM in our organization?
- ☐ Is the current management level of ITAM high or low?
- ☐ How far can we manage ITAM in our organization?
- ☐ How should we improve the current management level of ITAM in our organization?

This Assessment Criteria will provide a standard way of thinking for the management level of ITAM. Therefore, by utilizing this Criteria you can easily set a target of the management level in your organization. You can also grasp and measure the current management level of ITAM in your organization. This Assessment Criteria is standard and it will become a useful indicator of benchmarking.

### 2. Concept of Maturity Model

This Assessment Criteria is using the Maturity Model. This Assessment Criteria (Maturity Model) evaluates the management level of ITAM by maturity of the organization in six levels, from level 0 to level 5. The concept for each maturity level in this Assessment Criteria (Maturity Model) are described below.

➤ **Level 0: Not managed**

The organization does not perform IT Asset Management. The lowest level of organizational maturity.

➤ **Level 1: Initial / ad hoc**

The management is not systematic and rely on the individual.

➤ **Level 2: Repeatable**

To some extent, the organizational system for ITAM exists, and has been managed continuously.

➤ **Level 3: Defined**

ITAM policies, regulations and management system of the organization is defined properly. There is no serious defect in the content.

➤ **Level 4: Managed**

The organization is monitoring that ITAM is performed properly according to policies, regulations and management systems which is defined.

➤ **Level 5: Optimizing**

In order to perform the proper management of ITAM with responding to the environmental changes, the organization reviews their ITAM in regularly and timely manner. The highest level of organizational maturity.

### 3. The Assessment of ITAM based on the Maturity Model

#### (1) Scope of evaluation

The scope of this Assessment Criteria (Maturity Model) is ITAM performed by the entire organization. We have developed Maturity Models for each requirement of 15 management objectives of ITAM. The Criteria of Nine Maturity Models are described below.

#### IT Asset Management Standard Management Objectives

- |     |   |                              |   |
|-----|---|------------------------------|---|
| 1.  | <div style="border: 1px solid black; padding: 2px;">F w</div>         | (Framework).....             | Establishment and maintenance of a framework of ITAM      |
| 2.  | <div style="border: 1px solid black; padding: 2px;">P o l i c y</div> | .....                        | Establishment of Policies and Rules of ITAM               |
| 3.  | <div style="border: 1px solid black; padding: 2px;">P l a n</div>     | .....                        | Establishment of Plans of ITAM                            |
| 4.  | <div style="border: 1px solid black; padding: 2px;">S y s</div>       | (System) .....               | Establishment of Organizational structure of ITAM         |
| 5.  | <div style="border: 1px solid black; padding: 2px;">C o m p</div>     | (Competency) .....           | Establishment and Maintenance of Competencies in ITAM     |
| 6.  | <div style="border: 1px solid black; padding: 2px;">D o c</div>       | (Document) .....             | Management of documents related to ITAM                   |
| 7.  | <div style="border: 1px solid black; padding: 2px;">O p r</div>       | (Operation).....             | Operational Management of ITAM                            |
| 8.  | <div style="border: 1px solid black; padding: 2px;">C M</div>         | (Core Management).....       | Core Management Process of IT assets                      |
| 9.  | <div style="border: 1px solid black; padding: 2px;">L M</div>         | (License Management) .....   | License management process of IT assets                   |
| 10. | <div style="border: 1px solid black; padding: 2px;">I S</div>         | (Information Security) ..... | Information Security management process of IT assets      |
| 11. | <div style="border: 1px solid black; padding: 2px;">O t h</div>       | (Other Management).....      | Other Management processes of IT assets                   |
| 12. | <div style="border: 1px solid black; padding: 2px;">O S</div>         | (Outsourcing).....           | Outsourcing and Services related to IT assets             |
| 13. | <div style="border: 1px solid black; padding: 2px;">M R</div>         | (Mixed Responsibility).....  | Mixed Responsibility for IT assets                        |
| 14. | <div style="border: 1px solid black; padding: 2px;">M o n</div>       | (Monitoring) .....           | Monitoring for Management system operation status of ITAM |
| 15. | <div style="border: 1px solid black; padding: 2px;">I m p</div>       | (Improvement).....           | Continuous Improvement of the ITAM                        |

#### (2) Assessment method

Assessment is made by grasping the current situation of each management objectives and requirements according to the Assessment Criteria. When you are going to grasp the management level of ITAM, you should

perform according to the management requirements of ITAM Standard. The organization will grasp the situation of each management requirements, and compare with Assessment Criteria, and evaluate which level of Maturity will correspond to the situation.

This Assessment Criteria has been developed on the assumption that to be used for ITAM Maturity Assessment Certification of SAMAC. If you are going to be certified by SAMAC, the scope of assessment will be all evaluation items of this Assessment Criteria.

This Assessment Criteria is formulated for general organization. If you want to use this Assessment Criteria within the organization for the purpose other than described above, and if it is difficult to apply the original Standard because the system is different, it is possible for the practitioner to customize and use the evaluation criteria. It may also be comprehensively evaluated on assessment results of multiple management objective and requirement.

#### **4. About the practitioner of Assessment**

Practitioner of Assessment required two types of competency. One is the ability to understand the IT Asset Management. The other one is the ability to assess and evaluate ITAM level of the organization.

First, with regarding to the ability of understanding ITAM, the practitioner is required to be familiar with IT Asset Management. Since this Assessment Criteria is based on ITAM Standard, the practitioner is necessary to understand both ITAM practice and ITAM Standard. For example, he/she may define the management objectives and requirements that will be applied to the administrative tasks of the organization.

As for the assessment capability, the practitioner needs to be able to assess and evaluate ITAM maturity level of the organization. The practitioner is required to have the ability and experience of the organizational maturity assessment or audit. He/she is necessary to also understand the concept of Assessment Criteria and Maturity Model.

A practitioner of the assessment may be internal or external person of the organization. It depends on the purpose and details of the assessment.

It should be noted that if you are going to perform ITAM Maturity Assessment certified by SAMAC, the practitioner of this assessment shall be the consulting firm which has the SAMAC consulting practitioner certification.

#### **5. Scene and purpose to use Assessment Criteria**

The organization can use the Assessment Criteria for various purposes. For example, to grasp the management level of ITAM of their organization. Or in order to show the organization's management level to the external third parties. This Criteria is also useful to set the target management level of ITAM. The best practice of using Assessment Criteria are described below.



- ☐ To get the ITAM Maturity Assessment Certification by SAMAC
- ☐ To grasp the management level of ITAM of your organization
- ☐ To know the points to be improved for ITAM of the current situation
- ☐ To understand the current situation and set the immediate target management level to start ITAM project.
- ☐ To check the improvement status for ITAM
- ☐ To show the organization's management level to the external third party

## 6. Establishment and Revision History

### 【Software Asset Management Assessment Criteria】

Software Asset Management Consortium

November 18, 2003	Software Asset Management (SAM) Assessment Criteria Ver. 1.0 issued
February 22, 2008	Software Asset Management (SAM) Assessment Criteria Ver. 2.0 issued

SAMAC

August 1, 2011	Software Asset Management (SAM) Assessment Criteria Ver. 3.0 issued
August 1, 2011	Software Asset Management (SAM) Assessment Criteria Ver. 3.01 issued
October 1, 2013	Software Asset Management (SAM) Assessment Criteria Ver. 4.0 issued
June 18, 2014	Software Asset Management (SAM) Assessment Criteria Ver. 4.1 issued

### 【IT Asset Management Assessment Criteria】

SAMAC

September 1, 2020	IT Asset Management (ITAM) Assessment Criteria Ver. 1.0 issued
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# 1. F w Establishment and maintenance of a framework of ITAM

## 【Management Objective】

The organization shall understand the situation and stakeholders' requirements, determine the scope and goals for IT asset management, and establish and maintain an IT asset management system.

Fw 1 **The organization shall understand the organization structure and its situation and identify external and internal issues related to IT asset management.**

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	External and internal issues related to IT asset management are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures to identify external and internal issues related to IT asset management are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for identifying external and internal issues related to IT asset management has been approved and meet the requirements of the standard and there are no material (significant) deficiencies.
<b>Level 2 Repeatable</b>	Procedures for identifying external and internal issues related to IT asset management are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist to identify external and internal issues related to IT asset management, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures have been taken to identify external and internal issues related to IT asset management.

**Fw 2** Stakeholders' requirements and expectations regarding IT asset management are understood.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Stakeholder requirements and expectations for IT asset management are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for understanding stakeholder requirements and expectations regarding IT asset management are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for capturing stakeholder requirements and expectations for IT asset management have been approved and meet the requirements of the standard and there are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for capturing stakeholder requirements and expectations for IT asset management are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist to understand stakeholder requirements and expectations regarding IT asset management, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures have been taken to understand the requirements and expectations of stakeholders regarding IT asset management.

**Fw 3** The organization shall define the scope of IT asset management.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	IT asset management coverage is reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for determining the scope of IT asset management are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for determining the scope of IT asset management are approved and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for determining the scope of IT asset management are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist to determine the scope of IT asset management coverage, but they are not approved by the organization, and rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures have been established to determine the scope of IT asset management.

**Fw 4** The organization shall establish management system for IT asset management and mechanism for continuous improvement.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	IT asset management system is in place and mechanisms for continuous improvement are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	IT asset management system is in place and its mechanisms for continuous improvement are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	The management system for IT asset management is established and its mechanisms for continuous improvement are approved and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	IT asset management system is established and a mechanism for continuous improvement is documented, but the requirements of the standard are not met.
<b>Level 1 Initial/ ad hoc</b>	IT asset management system exists, but it is not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No IT asset management system exists.

**Fw 5** The organization shall determine information requirements to support the achievement of the objectives of the IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	External and internal issues related to IT asset management are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for identifying external and internal issues related to IT asset management are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for identifying external and internal IT asset management issues are approved and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for identifying external and internal issues related to IT asset management are documented with approval by the organization, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist for identifying external and internal issues related to IT asset management, but they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures have been established to identify external and internal issues related to IT asset management.

**Fw 6**

**The top management shall demonstrate their leadership and commitment to the IT asset management system.**

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Leadership and commitment by top management for the IT asset management system is reviewed periodically.
<b>Level 4 Managed</b>	Leadership and commitment by top management for the IT asset management system is verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Top management's leadership and commitment for the IT asset management system is established and communicated in compliance with the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Leadership and commitment by top management for the IT asset management system is developed, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Leadership and commitment by top management for the IT asset management system exists, but it is not approved by the organization and relies on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	There is no leadership and commitment by top management for the IT asset management system.

## 2. Policy Establishment of Policies and Rules of ITAM

### 【Management Objective】

The organization shall establish appropriate policies and rules for IT asset management for the organization.

Policy 1 The organization shall develop, disseminate, and review its IT asset management policies.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Policies for IT asset management are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for developing, communicating, and reviewing policies for IT asset management are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for developing, communicating, and reviewing policies for IT asset management are approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for developing, communicating, and reviewing policies for IT asset management are documented with approval by the organization, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist for developing, communicating, and reviewing policies for IT asset management, but they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No Procedures for developing, communicating, and reviewing policies on IT asset management exists.



### 3. Plan Establishment of Plans of ITAM

#### 【Management Objective】

The organization shall analyze and evaluate risks related to the IT asset management system, establish a risk response plan, define operational processes to achieve the goals of IT asset management, and establish an IT asset management plan.

**Plan 1** The organization shall develop and implement risk assessment procedures for its IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for Risk assessment of IT asset management system are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for Risk assessment of IT asset management system are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for Risk assessment of IT asset management system are approved approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for Risk assessment of IT asset management system are documented with approval by the organization, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for Risk assessment of IT asset management system exist, they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	There are no defined risk assessment procedures for the IT asset management system.

**Plan 2** The organization has developed objectives for IT asset management and plan to achieve them.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Objectives for IT asset management and plans for achieving them are reviewed and optimized on periodically (at least annually)
<b>Level 4 Managed</b>	Procedures for developing IT asset management objectives and plans for achieving them are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for developing IT asset management objectives and plans for achieving them are approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for developing IT asset management objectives and plans to achieve them are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for developing goals and plans to achieve them exist for IT asset management, they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures are in place to establish objectives for IT asset management and a plan for achieving them.

#### 4. Sys Establishment of Organizational structure of ITAM

##### **【Management Objective】**

The organization shall establish the organizational structure to implement an IT asset management system.

**Sys 1** The organization has defined roles, assigned responsibilities and authorities, and communicated them in relation to the IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Roles, responsibilities, and authorities for IT asset management are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for defining roles and assigning responsibilities and authority for IT asset management are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for defining roles and assigning responsibilities and authority for IT asset management have been approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for defining roles and assigning responsibilities and authority for IT asset management are documented, but not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for defining roles and assigning responsibilities and authority for IT asset management exist, they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No Procedures for defining roles and assigning responsibilities and authority for IT asset management exists.

## 5. Comp Establishment and Maintenance of Competencies in ITAM

### 【Management Objective】

The organization shall develop a mechanism to establish and maintain competency related to the IT asset management system.

Comp 1 **The organization shall determine and provide the necessary resources for the IT asset management system.**

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for determining the resources required for the IT asset management system are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for determining the resources required for the IT asset management system are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for determining the resources required for the IT asset management system are approved by the organization, resources are provided and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for determining the resources required for the IT asset management system are documented and resources are provided, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for determining the resources required for the IT asset management system exist and resources are provided, but they do not approve by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	The resources required for the IT asset management system have not been exists.

**Comp 2** The organization shall define the capabilities of personnel involved in the IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for defining the competencies of personnel involved in the IT asset management system are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for defining the competencies of personnel involved in IT asset management systems are verified periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for defining the competency of personnel involved in the IT asset management system are approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for defining the competencies of personnel involved in the IT asset management system are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures are in place to define the competencies of personnel in the IT asset management system, but they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures for defining the competence of personnel involved in the IT asset management system exists.

**Comp 3** The organization's personnel understand the policies and roles of the IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for understanding the policies and roles of the IT asset management system are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for understanding the policies and roles of the IT asset management system are verified on periodically (at least annually) to ensure that all personnel understand the policies and roles of the IT asset management system and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for understanding the policies and roles of the IT asset management system are approved by the organization, understood by all personnel in the scope of the IT asset management system and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for understanding the policies and roles of the IT asset management system are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for understanding the policies and roles of the IT asset management system exist, but they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures for understanding the policies and roles of the IT asset management system exists.

**Comp 4** The organization shall determine the necessary internal and external communications related to the IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for determining the required internal and external communications related to the IT asset management system are reviewed and optimized on periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for determining required internal and external communications related to IT asset management systems are verified periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for determining the required internal and external communications related to the IT asset management system are approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for determining internal and external communications related to the IT asset management system are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist for determining internal and external communications related to IT asset management but they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No Procedures for determining internal and external communications related to the IT asset management system exists.

## 6. Doc Management of documents related to ITAM

### 【Management Objective】

The organization shall identify, develop, update, and manage the IT asset management system documents.

Doc 1 The organization has identified the IT asset management system documents.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures to identify documents to be managed in an IT asset management system are reviewed and optimized periodically (at least annually).
<b>Level 4 Managed</b>	Procedures to identify documents to be managed in the IT asset management system are verified on periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures to identify documents to be managed in an IT asset management system are approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures to identify documents to be managed in the IT asset management system are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist to identify documents to be managed in the IT asset management system, but they are not approved by the organization. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	IT asset management system documentation have not been identified.



**Doc 2** The organization shall document ownership and responsibilities for its IT assets.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for documenting ownership and responsibility for IT assets are reviewed and optimized periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for documenting ownership and responsibility for IT assets are verified periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for documenting ownership and responsibility for IT assets are approved by the organization and meet the requirements of the standard. There are no significant deficiencies.
<b>Level 2 Repeatable</b>	Procedures for documenting ownership and responsibility for IT assets, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for documenting ownership and responsibility for IT assets exist, but they are not organizationally approved. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No document for ownership and responsibility of IT assets exists.

**Doc 3** The organization shall document all approvals for IT asset management.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for documenting all approvals for IT asset management are reviewed and optimized periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for documenting all approvals for IT asset management are verified periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for documenting all approvals for IT asset management have been approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for documenting approvals for IT asset management exist, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for documenting all approvals for IT asset management exist, but they are not organizationally approved. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No documented approvals for IT asset management exists.

**Doc 4** The organization shall appropriately establish, update, and manage the information to be documented.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for properly formulating, updating, and managing information to be documented are reviewed and optimized periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for properly formulating, updating, and maintaining information to be documented are verified periodically (at least annually) and corrected as necessary.
<b>Level 3 Defined</b>	Procedures to properly develop, update, and manage the information to be documented are approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for properly developing, updating, and maintaining the information to be documented are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for developing, updating, and maintaining information to be documented exist, but they are not organizationally approved. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No information to be documented is identified.

**Doc 5** The organization shall ensure the confidentiality, availability and integrity of documented information.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures to ensure the confidentiality, availability, and integrity of documented information are reviewed and optimized periodically (at least annually).
<b>Level 4 Managed</b>	Procedures to ensure the confidentiality, availability and integrity of documented information are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures to ensure the confidentiality, availability, and integrity of documented information have been approved by the organization and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures to ensure the confidentiality, availability, and integrity of documented information are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures to ensure the confidentiality, availability, and integrity of documented information exist, but they are not organizationally approved. They rely on the voluntary actions of personnel and management. It is unlikely to be operated on an ongoing basis.
<b>Level 0 Not managed</b>	No efforts to ensure the confidentiality, availability, and integrity of documented information exists.

## 7. Opr Operational Management of ITAM

### 【Management Objective】

The organization shall develop, implement, and manage a specific operation plan based on the IT asset management plan.

Opr 1 **The organization shall determines, implements, and manages the necessary processes to implement the IT asset management plan.**

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for determining, implementing, and controlling the processes required to implement the IT asset management plan are reviewed and optimized periodically (at least annually).
<b>Level 4 Managed</b>	Procedures for determining, implementing, and controlling the processes required to implement the IT asset management plan are verified on periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for determining, implementing, and controlling the processes required to implement the IT asset management plan are approved, meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures to determine, implement, and control the necessary processes to implement the IT asset management plan are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures to determine, implement, and control the necessary processes to implement the IT asset management plan exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No processes required to implement the IT asset management plan exists.

**Opr 2** The organization shall develop and implement procedures to identify, manage, and record planned changes related to the IT asset management system.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for identifying, controlling, and documenting planned changes to IT asset management systems are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for identifying, controlling, and documenting planned changes related to IT asset management systems are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for identifying, controlling, and recording planned changes related to the IT asset management system are approved and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for identifying, controlling, and recording planned changes related to the IT asset management system are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures to identifying, control, and record planned changes related to the IT asset management system exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not identified planned changes related to the IT asset management system.

## 8. C M Core Management Process of IT assets

### 【Management Objective】

The organization shall record and document data related to IT assets throughout their lifecycle.

**CM 1** The organization shall accurately record the necessary data related to IT assets throughout the life cycle.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	The procedures involved in recording the required data on IT assets (except licenses) over their lifecycle are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for recording required data on IT assets (except licenses) over their lifecycle are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for recording required data on IT assets (except licenses) over their lifecycle are documented in accordance with the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for recording the required data on IT assets (except licenses) over their lifecycle are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for recording the required data on IT assets (except licenses) over their lifecycle exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not identified the data needed to record the lifecycle of IT assets (except licenses and cloud services, etc.).

See the next page for illustrative controls of the evaluation for Core Management objectives.

## < Assessment criteria based on illustrative controls of Core Management >

### **CM 1-1** Management of information on changes in IT assets (with exception licenses)

The organization has a system for recording information on changes in IDs required to use hardware, software, cloud services, etc.

Maturity Model for Illustrative Controls	
<b>Level 5 Optimized</b>	The types of IT assets to be managed, control items and management objectives are identified, and procedures for recording changes in information are reviewed and optimized periodically.
<b>Level 4 Managed</b>	The types of IT assets to be managed, control items and management objectives are identified, and procedures for recording changes in information are reviewed periodically and corrected as necessary.
<b>Level 3 Defined</b>	The types of IT assets to be managed, control items and management objectives are identified, and procedures for recording changes in information are documented to meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	The types of IT assets to be managed, control items and management objectives are identified, and procedures for recording changes in information are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	The types of IT assets to be managed, control items and management objectives are identified, and procedures for record changes in information are exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	Necessary information is not identified, such as types of assets to be managed, control items, and management objectives.



**CM 1-2** Verify the management of IT assets (with exception licenses)

Verify the state of management of IDs for the use of hardware, software, and cloud services used by the organization.

Maturity Model for Illustrative Controls	
<b>Level 5 Optimized</b>	Procedures for verifying and documenting management of hardware, software, cloud services, etc. are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for verifying and documenting the status of management of hardware, software, cloud services, etc. are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for verifying and documenting the status of management of hardware, software, cloud services, etc. should meet the requirements of the standard and be documented. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for verifying and documenting the status of management of hardware, software, cloud services, etc. are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures exist for verifying the status of management of hardware, software, cloud services, etc., but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not verified status of management of hardware, software, cloud services, etc.

## 9. LM License management process of IT assets

### 【Management Objective】

The organization shall accurately record and verify the requirements of the terms and conditions of the software license and the status of utilization.

**LM 1** The organization accurately records, and annually verifies the license requirements for all IT assets within the scope.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures involved in recording required data on software licenses, cloud services, etc. over the lifecycle are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for recording required data on software licenses, cloud services, etc. over the lifecycle are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for recording the required data for software licenses, cloud services, etc. over the lifecycle are documented to meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for recording required data related to software licenses, cloud services, etc. over the lifecycle are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for recording required data related to software licenses, cloud services, etc. over the lifecycle exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not identified the data needed to record of software licenses, cloud services, etc.

See the next page for illustrative controls of the evaluation for License Management objectives.

## < Assessment criteria based on illustrative controls of License Management >

### **LM 1-1** Management of information on changes in usage rights for IT assets such as software licenses

The organization has a mechanism to record information about changes of the licensing and other usage rights, IDs, and other items required by the contract of IT assets used by the organization.

Maturity Model for Illustrative Controls	
<b>Level 5 Optimized</b>	Types, content, control items, and management objectives of the contracts and rights to be managed are identified, and procedures for recording changes in information are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Types, content, control items, and management objectives of the contracts and rights to be managed are identified, and procedures for recording changes in information are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Types, contents, control items, and management objectives of the contracts and rights to be managed are identified and procedures for recording changes in information are documented to meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Types, contents, control items, and management objectives of the contracts and rights to be controlled are identified, and procedures for recording changes in information are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Types, contents, control items, and management objectives of the contracts and rights to be controlled are identified, and procedures for recording changes in information exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not identified necessary information about license and other usage rights of IT assets used by the organization (hereinafter referred to as "usage rights, etc."), IDs, etc., such as the type and content of contracts and rights to be managed, items to be managed, and purpose of management.

**LM 1-2** Verification of the storage status of software license materials and other IT assets such as usage rights

The state of storing materials of usage rights, etc. is verified.

Maturity Model for Illustrative Controls	
<b>Level 5 Optimized</b>	Procedures for verifying that parts and materials are specified, identified, and stored are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for verifying that materials etc. are specified, identified, and stored are in place, verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for verifying that materials etc. are specified, identified, and stored to meet the requirements of the standard and are documented. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for verifying that materials etc. are specified, identified, and stored are documented but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Verify that materials are specified, identified, and stored, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not identified contract, certificate, key ID, etc. (hereinafter referred to as "certification materials") to prove that the organization retains the appropriate rights to use the software, cloud services, etc., for use by the organization.

**LM 1-3**

**Verification of the management status of software license materials and other IT assets such as usage rights**

The controlled status of licenses owned by the organization is verified.

Maturity Model for Illustrative Controls	
<b>Level 5 Optimized</b>	Procedures for verifying the management of software, cloud services, etc. are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for verifying the status of management of software, cloud services, etc., are performed, verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for verifying the state of management of software, cloud services, etc. meet the requirements of the standard and are documented. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for verifying the state of control of software, cloud services, etc. are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for verifying the status of controls, software, and cloud services, etc. exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures are established and performed to verify the status of controls for software, cloud services, etc.

## 10. IS Information Security management process of IT assets

### 【Management Objective】

The organization shall comply with the security requirements for the assets covered by the IT asset management.

**IS 1 The organization shall periodically verify compliance with security requirements for IT assets covered by IT asset management.**

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for verifying compliance with the requirements for the assets of the IT asset management are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for verifying compliance with the requirements for the asset of IT asset management are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for verifying compliance with the requirements for the asset of IT asset management are documented and approved, and meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for verifying compliance with the requirements for the assets of IT asset management are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for verifying compliance with the requirements for the assets of IT asset management exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	It is not verified that the organization complies with requirements for the assets of IT asset management.

## 11. **Oth** Other Management processes of IT assets

### 【Management Objective】

The organization shall implement additional processes for effective and efficient execution of IT asset management.

**Oth 1** The organization shall ensure the achievement of IT asset management objectives for additional processes defined by the organization, as determined in "Plan 2(1)".

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for achieving IT asset management objective for additional processes defined by the organization are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for achieving IT asset management objectives for additional processes defined by the organization are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for achieving IT asset management objectives for additional processes defined by the organization are documented and approved, meet the requirements of the standard. There are no significant deficiencies.
<b>Level 2 Repeatable</b>	Procedures for achieving IT asset management objectives for additional processes defined by the organization are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for achieving IT asset management goals for additional processes defined by the organization exist, but they are not approved by the organization and rely on voluntary actions by personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No procedures for achieving IT asset management objectives for additional processes defined by the organization.

## 12. OS Outsourcing and Services related to IT assets

### 【Management Objective】

The organization shall manage outsourced processes and activities that affect IT asset management.

**OS 1** When the organization outsources activities that affect IT asset management, it assesses and manages risks.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for risk assessment of outsourcing activities affect IT asset management are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for risk assessment of outsourcing activities affect IT asset management are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for risk assessment of outsourcing activities affect IT asset management are documented and approved, meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for risk assessment of outsourcing activities affect IT asset management are documented but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for risk assessment of outsourcing activities affecting IT asset management exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No risk assessment of outsourcing activities affects IT asset management is conducted.



### 13. **MR** Mixed Responsibility for IT assets

#### **【Management Objective】**

The organization shall manage the mixed responsibilities between the organization and its personnel.

**MR 1** Where mixed responsibilities exist between the organization and personnel with respect to IT assets, the associated risks are assessed and managed.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for assessing the associated risks to the combined responsibilities of the organization and personnel for IT asset management are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for assessing the associated risks to the combined responsibilities of the organization and personnel for IT asset management are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for assessing the associated risks to the combined responsibilities of the organization and personnel for IT asset management are documented and approved, meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for assessing the associated risks to the combined responsibilities of the organization and personnel for IT asset management are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for assessing the associated risks to the combined responsibilities of the organization and personnel for IT asset management exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No assessment of the associated risks to the combined responsibilities of the organization and personnel for managing IT assets is conducted.

## 14. Mon Monitoring for Management system operation status of ITAM

### 【Management Objective】

The organization shall monitor, measure, analyze, and evaluate the operating status of IT asset management to ensure that the requirements of this standard are addressed.

**Mon 1** The organization shall monitor, measure, analyze, and evaluate the operating status of IT asset management.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for monitoring, measuring, analyzing, and evaluating the operational status of IT asset management are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for monitoring, measuring, analyzing, and evaluating the operational status of IT asset management are reviewed periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for monitoring, measuring, analyzing, and evaluating the operational status of IT asset management are documented and approved, meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for monitoring, measuring, analyzing, and evaluating the operational status of IT asset management are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for monitoring, measuring, analyzing, and evaluating the operational status of IT asset management exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No monitoring of IT asset management operations is performed.

**Mon 2** The organization shall periodically conduct internal audits of the operating conditions of IT asset management.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for conducting periodic internal audits of IT asset management operations are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for conducting periodic internal audits of IT asset management operations are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for conducting periodic internal audits of IT asset management operations are documented and approved, meet the requirements of the standard. There are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for conducting internal audits of IT asset management operations are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for conducting internal audits of IT asset management operations exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No internal audit of IT asset management operations is conducted.

**Mon 3** The organization shall conduct periodical Management review of the operational status of IT asset management.

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for management review of IT asset management operations are reviewed and optimized periodically.
<b>Level 4 Managed</b>	Procedures for management review of IT asset management operations are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for management review of IT asset management operations are documented and approved, meet the requirements of the standard. there are no material deficiencies.
<b>Level 2 Repeatable</b>	Procedures for management review of IT asset management operations are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for management review of IT asset management operations exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No management review of IT asset management operations is performed.

## 15. Imp Continuous Improvement of the ITAM

### 【Management Objective】

The organization shall manage any exceptions or incidents in IT assets, IT asset management, or IT asset management systems and take the necessary action.

Imp 1 **The organization shall manage and remediate any exceptions or incidents that occur.**

Maturity Model for Management Objectives	
<b>Level 5 Optimized</b>	Procedures for managing and correcting exceptions or incidents occurring are reviewed periodically.
<b>Level 4 Managed</b>	Procedures for managing and correcting exceptions or incidents occurring are verified periodically and corrected as necessary.
<b>Level 3 Defined</b>	Procedures for managing and correcting exceptions or incidents occurring are documented and approved, and meet the requirements of the standard. There is no material deficiency.
<b>Level 2 Repeatable</b>	Procedures for managing and correcting exceptions or incidents occurring are documented, but they do not meet the requirements of the standard.
<b>Level 1 Initial/ ad hoc</b>	Procedures for managing and correcting exceptions or incidents occurring exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. They are unlikely to be implemented on an ongoing basis.
<b>Level 0 Not managed</b>	No management of exceptions or incidents exists.

**Imp 2** The organization proactively identifies and assesses potential failures that could impact the performance of IT assets.

Maturity Model for Management Objectives	
レベル 5 最適化されている段階	Procedures for predicting and assessing potential failures affecting the performance of IT assets are reviewed and optimized periodically.
レベル 4 管理されている段階	Procedures for predicting and assessing potential failures affecting the performance of IT assets are verified periodically and corrected as necessary.
レベル 3 定義されている段階	Procedures for predicting and assessing potential failures affecting the performance of IT assets are approved, meet the requirements of the standard. There are no material deficiencies.
レベル 2 反復可能な段階	Procedures for predicting and assessing potential failures affecting the performance of IT assets are documented, but they do not meet the requirements of the standard.
レベル 1 初期/場当たりのな段階	Procedures for predicting and assessing potential failures affecting the performance of IT assets exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
レベル 0 管理が存在しない段階	It is not identified potential failures affecting the performance of IT assets.

**Imp 3** The organization shall periodically review and improve its IT asset management system.

Maturity Model for Management Objectives	
レベル 5 最適化されている段階	Procedures for improving IT asset management system are reviewed and optimized periodically.
レベル 4 管理されている段階	Procedures for improving the IT asset management system are verified periodically and corrected as necessary.
レベル 3 定義されている段階	Procedures for improving the IT asset management system are approved, meet the requirements of the standard. There are no material deficiencies.
レベル 2 反復可能な段階	Procedures for improving the IT asset management system are documented, but they do not meet the requirements of the standard.
レベル 1 初期/場当たりの段階	Procedures for improving the IT asset management system exist, but they are not approved by the organization and rely on the voluntary actions of personnel and management. It is unlikely to be implemented on an ongoing basis.
レベル 0 管理が存在しない段階	It is not reviewed the IT asset management system.