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Information technology — IT asset management —

Part 5: Overview and vocabulary

Technologies de l'information — Gestion de biens de logiciel — Partie 5: Vue d'ensemble et vocabulaire

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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.

This document was prepared by ISO/IEC JTC1, *Information Technology*, Subcommittee SC7, *Software and systems engineering*.

This third edition cancels and replaces the second edition (ISO/IEC 19770-5:2015), which has been technically revised.

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

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Introduction

Overview

International Standards in the ISO/IEC 19770 family of standards for IT asset management (ITAM) address all dimensions (processes, technology, people, information, governance, and external parties) for managing IT assets, including software, hardware, virtual assets, cloud-based assets, and asset services. Because IT is an essential enabler for almost all activity in today's world, these standards must integrate tightly into all of IT. For example, from a process perspective, ITAM standards must be able to be used with all Management System Standards because IT and IT management are essential components of any modern Management System. From a technology perspective, ITAM standards for information structures provide not only for data interoperability of IT asset management data but also provide the basis for many related benefits such as more effective security in the use of IT assets. ITAM standards for information structures also facilitate significant automation of IT functionality, such as improved authentication of IT assets and linking to national vulnerability databases for more automated exposure identification and mitigation.

This part of ISO/IEC 19770 is divided into the following clauses:

— Clause 1 is the scope;

— Clause 2 describes the normative references;

— Clause 3 describes the terms, definitions, symbols, and abbreviations used in this part of ISO/IEC 19770;

— Clause 4 provides an overview of IT asset management; and

— Clause 5 gives an overview of the ITAM standards family.

The terms and definitions provided in this part of ISO/IEC 19770:

a) cover commonly used terms and definitions in the ISO/IEC 19770 family of standards,

b) may not cover all terms and definitions applied within the ISO/IEC 19770 family of standards, and

c) do not limit the ISO/IEC 19770 family of standards in defining terms for their own use.

To reflect the changing status of the ITAM family of standards, this part of ISO/IEC 19770 is expected to be updated on a more frequent basis than would normally be the case for other ISO/IEC standards.

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Information technology — IT asset management —

Part 5:
Overview and vocabulary

1 Scope

This part of ISO/IEC 19770 provides

a) an overview of the ISO/IEC 19770 family of standards,

b) an introduction to IT asset management (ITAM), and

c) consistent terms and definitions for use throughout the ISO/IEC 19770 family of standards.

This part of ISO/IEC 19770 is applicable to all types of organizations (e.g., commercial enterprises, government agencies, and non-profit organizations).

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 55000:2014, *Asset management — Overview, principles, and terminology*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
allocation of an entitlement
process (3.69) of assigning some or all of a given *entitlement* (3.83) to a subsidiary or other associated organizational unit

Note 1 to entry: The entitlement schema enables the recording of entitlement allocations.

3.2
asset
item, thing or entity that has potential or actual value to an *organization* (3.57)

Note 1 to entry: Value can be tangible or intangible, financial or non-financial, and includes consideration of risks and liabilities. It can be positive or negative at different stages of the asset life.

Note 2 to entry: Physical assets usually refer to equipment, inventory and properties. Physical assets are the opposite of intangible assets, which are non-physical assets such as leases, brands, digital assets, use rights, licenses, intellectual property rights, reputation or agreements.

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