



LISA
TRAINING

Course Catalogue 2026

lisa.training

Welcome to LISA!

LISA was founded in 2017, originally as part of the ITAM Review, however it became its own entity in 2021 with a clear purpose: to close a critical gap in the market for practical, real-world IT Asset Management (ITAM), Software Asset Management (SAM), and software licensing training.

From the very beginning, we set out to do things differently. Our first course, Practical ITAM, was designed to give professionals a clear confident understanding of the 12 elements of world-class ITAM. Today, LISA offers 60+ courses (and growing) across ITAM disciplines, ITAM tools, ITAM concepts, and software licensing. Every course we create is driven by one question:

‘Will this genuinely help someone do their job better?’

Our content is shaped by real scenarios, evolving technologies, and the fast-changing realities of IT management. We stay proactive, not reactive and constantly look to refresh our courses, so we are always providing the most relevant updates. Pure and simple.



Live online training

Join our live training sessions held throughout the year and open to all who want to experience LISA training. Visit our website's [training calendar](#) to explore upcoming sessions and secure your spot.

Here's what you can expect when you study with LISA:

- Learn from industry-leading experts with decades of experience.
- Access regularly updated course materials that feature real-world scenarios.
- Enjoy an expanding range of courses and topics.
- Study when you want and from wherever you want with our flexible learning eco-system – live in-person, live online, and on-demand.
- Benefit from the world-wide LISA community of your peers – connect, seek guidance, and offer support.
- Gain digital badges to recognise and celebrate your hard work and achievements. Find out more about our [Credly digital badges](#).



Unlock your 30-day free trial

By signing up to a free trial, you will receive a login to an introductory version of our learning hub. Here you will be able to experience learning modules, watch our latest training recordings and register for upcoming live training sessions.

There is no obligation, and no credit card is required to sign up. [Start your free trial.](#)

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“I’ve found the LISA platform a real asset to my day-to-day work. Having the course content, exam, and certification in one platform and being able to return to exactly where you got to previously, when you’re busy, is invaluable.”



Software Licensing

For all your software license management training needs, our Software Licensing courses cover all the major publishers you'd expect, while also offering a range of associated courses to round out and strengthen your learning.

> Microsoft Essentials: Introduction to Microsoft

This course provides a comprehensive introduction to Microsoft. You'll also gain insights into products/services and learn the basic structure of different license and agreement models. It covers:

- Microsoft SaaS products
- Cloud and On-premise products
- Microsoft license models
- Microsoft agreement models
- Software Assurance



7 Modules



25 Minutes



Course Leader: Kelly Yip

> Microsoft Licensing Statement

Explore the Microsoft License Statement (MLS) document, guiding you through normalisation and integration into your SAM tool. Using a real MLS document, we demonstrate data interpretation, key considerations, and methods to ensure accurate integration into your SAM solution.



7 Modules



2 Hours 45 Minutes



Course Leader: Kelly Yip

> Microsoft Essentials: Microsoft Licensing

This course provides a deep-dive into how to license Microsoft software and services. Suitable for those new to Microsoft licensing, this course covers the fundamentals through to the more intricate details of licensing and agreements. It covers:

- Office 365/Microsoft 365
- Enterprise Mobility Suite (EMS)
- Dynamics 365
- Azure
- On-premise software
- Microsoft licensing programs



8 Modules



1 Hour 15 Minutes



Course Leader: Kelly Yip



Microsoft Licensing Certification Available

> Microsoft Advanced: Bring Your Own Licenses (BYOL)

Migrating to cloud can be a time consuming and costly process, and these challenges are only exacerbated by complex rules around licensing. The Microsoft Advanced Bring Your Own Licenses course will help you achieve better value from your existing license pool.



6 Modules



35 Minutes






Course Leader: Kelly Yip

Software Licensing – continued

> Microsoft Advanced: Server Based Licensing

This course provides a detailed guide for the complexities of licensing Windows Server and SQL Server in an on-premise environment. You'll learn about the different versions/editions and how these impact different licensing models. It covers:

- Windows Server 2012, 2016, 2019 & 2022 (and beyond)
- Windows Server VM Licensing
- SQL Server 2008 & 2012-2022 (and beyond)
- SQL Server Virtualisation
- Software Assurance




 10 Modules  1 Hour 3 Minutes  Course Leader: Kelly Yip


 Microsoft Advanced Certification Available

> Microsoft Advanced: Azure

This course provides a comprehensive overview of the Azure platform and how to best utilise its services. It explores how to provision services, the benefits of reservations, and the Hybrid Use Benefit for SQL and Windows Server. It covers:

- SQL - Infrastructure as a Service
- SQL - Platform as a Service
- Hybrid Use Benefit for Windows Server & SQL
- Provisioning Services




 8 Modules  25 Minutes  Course Leader: Kelly Yip

 Microsoft Advanced Certification Available

> Microsoft Advanced: Power Platform

This course provides a full and detailed overview of the entire Power Platform range. You'll learn about the different subscription models available and how to navigate the lines between free and paid for usage. It covers:

- Power BI
- Power Apps
- Power Pages
- Power Automate
- Copilot Studio




 8 Modules  42 Minutes  Course Leader: Kelly Yip

 Microsoft Advanced Certification Available

> Microsoft Advanced: Optimise

This course thoroughly examines optimisation opportunities available and actively demonstrates how to achieve them. Using example data, it demonstrates different cost calculations across different server licensing models, highlighting how small changes can bring significant savings. It covers:

- M365/O365 Optimisation guidance
- Azure Cost Management
- Windows Server cost calculations
- SQL Server cost calculations

 7 Modules  47 Minutes  Course Leader: Kelly Yip

 Microsoft Advanced Certification Available

Software Licensing – continued

> Adobe: Essentials

Gain a comprehensive overview of essential Adobe Licensing information, including the broad range of buying programs and key license agreement terms.

 5 Modules  54 Minutes  Course Leader: AJ Witt

 Adobe Certification Available

> Adobe: Advanced

This course provides a comprehensive overview of essential Adobe Licensing information including company overview, buying programs, and key license agreement terms.

 6 Modules  1 Hour 45 Minutes  Course Leader: AJ Witt

 Adobe Certification Available

> Citrix: Essentials

Gain a solid foundation for Citrix licensing. Learn buying programs and license agreement types.

 5 Modules  45 Minutes  Course Leader: AJ Witt




> Citrix: Advanced

Understand Citrix license metrics, master compliance strategies, learn how to maximise cost savings, and be well-prepared to effectively manage licensing-related risks and audits.

 5 Modules  52 Minutes  Course Leader: AJ Witt

> DocuSign Licensing

Learn how to prepare and deliver business reports, the DocuSign Enterprise Agreement, how to prepare cost centre and usage forecast reports, and what to pay attention to during contract negotiation.

 4 Modules  24 Minutes  Course Leader: Mátyás Jula

> Quest: Licensing

Gain a solid overview across a range of areas, from data management and protection to navigating an audit. Learn how to manage a Quest estate and track and report on Quest consumption.

 8 Modules  30 Minutes  Course Leader: Kristy Hawkins

 Certification Available

Software Licensing – continued

> IBM: Essentials

This course is the gateway to understanding IBM licensing.

- Gain a comprehensive understanding of various IBM contracts and agreements (including the Client Relationship Agreement (CRA), International Program License (IPLA), Passport Advantage Agreements (PA)).
- Acquire foundational knowledge of IBM's standard metrics (such as Value Units, Capacity-Based metrics, and User-Based metrics).
- Explore cloud and virtualisation technologies, including containers.
- Discover critical considerations when licensing and utilising IBM software.



5 Modules



54 Minutes



Course Leader: Miriam Redding



IBM Licensing Certification Available

> IBM: Sub-capacity & ILMT

The third course in our IBM series, it builds upon the foundational courses required to understand and master the complex landscape that is IBM licensing. It provides a detailed explanation of IBM's sub-capacity eligibility terms, and hands on instructions on setting up, operating and maintaining the IBM License Metric Tool (ILMT).



5 Modules



1 Hour 21 Minutes



Course Leader: Eric Chiu

> IBM: Advanced

This course builds on the IBM: Essentials course.

- Discover the pre-Cloud Pak licensing model for Message Que (MQ), how Cloud Paks influence licensing and which Cloud Pak offerings include MQ.
- Learn about Cloud Paks, including Cloud Pak for Integration, Cloud Pak for Data, and others.
- Learn how WebSphere Application Server (WAS) is affected by different editions and Cloud Pak offerings, including conversion rates to Virtual Processor Cores (VPCs).
- Gain insights into InfoSphere products and the Information Server bundle.
- Understand the nuances of alternative licensing arrangements, including how they diverge from standard terms and metrics and usage implications.



6 Modules



1 Hour 35 Minutes



Course Leader: Miriam Redding



IBM Licensing Certification Available

> IBM: ILS (IBM License Service)

This advanced course is the fourth in the IBM series, providing a solid understanding of Containerisation technology and IBM Container Licensing principles to support effective license management.



5 Modules



41 Minutes



Course Leader: Eric Chiu

Software Licensing – continued

> IBM: Audit Defence

Navigate every stage of an IBM licence compliance audit, from first notification to final settlement. Modules cover IBM's audit ecosystem, high-risk metrics, proactive readiness, detailed lifecycle playbook, negotiation tactics, and appraisal of audit-alternative programmes IASP and CVA.

 8 Modules  1 Hour 32 Minutes  Course Leader: Eric Chiu

> Open Source Licensing


This course provides a comprehensive overview of open-source licensing, focusing on the key license types, their implications, and associated legal and compliance risks.

 6 Modules  1 Hour 11 Minutes  Course Leader: AJ Witt

> OpenText: Essentials

This course is an introduction to OpenText licensing, including Micro Focus. It provides the history of OpenText, an overview of their agreements, contracts and license terms, and give more information about common license metrics employed by the vendor.

 5 Modules  1 Hour 11 Minutes  Course Leader: Barry Pilling

 Certification Available

> Oracle Licensing

A comprehensive beginners guide through the essential principles of Oracle licensing, building towards advanced topics critical for real-world application. From Oracle contracts and agreements, Database Licensing Fundamentals and Hard/Trusted/Soft Partitioning to Middleware Licensing and Managing databases in Oracle Cloud Infrastructure.

 9 Modules  1 Hour 26 Minutes  Course Leader: Kelly Yip

 Exam Certification Available

> Oracle: Java

Learn about the three key categories of risk associated with Oracle Java and how to effectively manage them.

 5 Modules  1 Hour 2 Minutes  Course Leader: Roy Reijnen

> Oracle: Fusion Middleware

Understand the pivotal role Middleware plays in supporting the application stack and the challenges associated with its licensing. This course also covers how key Oracle Fusion Middleware programs/products (such as Forms and Reports, Internet Application Server, and WebLogic) are used and licensed. It also provides guidance on how to mitigate risks and optimise spend.

 13 Modules  1 Hour 18 Minutes  Course Leader: Adrian Cristache

Software Licensing – continued




> Red Hat Enterprise Linux (RHEL)


Learn about Red Hat Enterprise Linux subscription rules, rights, grants, and restrictions in physical, virtual, and cloud platforms. This course also covers some of the key concepts about open source software vs proprietary vendors and how to track and report on Red Hat RHEL consumption.

 9 Modules  55 Minutes  Course Leader: Rebecca Horton

> Salesforce: Essentials



Salesforce has expanded beyond CRM offering solutions that include eCommerce, Marketing, Analytics. This course introduces Salesforce's products and strategy, contracts and buying programs and compliance information.


 5 Modules  1 Hour  Course Leader: AJ Witt

 Salesforce certificate available

> Salesforce: Advanced

Building on the fundamentals learned in the Salesforce Essentials Course Salesforce Advanced takes you deeper into the topic. You will gain an understanding of Platform licensing, licensing acquired products such as Tableau & Slack, Metrics, Enterprise License Agreements and more.

 9 Modules  2 Hours 20 Minutes  Course Leader: AJ Witt

 Salesforce certificate available

> SAP Licensing: Essentials – A Guide

This foundational course addresses the basic principles and concepts of SAP licensing. Starting with an introduction, SAP license agreements for both on-premise software and cloud services, followed by the three categories of Direct (Named Users & Engines), Indirect & Digital and SAP Application Access, database licensing and finally an introduction to SAP's commercial models.



 12 Modules  1 Hour 45 Minutes  Course Leader: Sharon Ryan

 Certification Available

> SAP Licensing: Advanced – How to

Designed for professionals managing SAP compliance and optimisation, this course offers practical, actionable steps:

- Navigating SAP portals and resources
- Analysing on-premise and cloud agreements
- Building a consolidated entitlement view
- Delivering an Effective License Position (ELP)
- Measuring indirect and digital access impact
- Running the STAR Report
- Preparing for SAP license audits

 12 Modules  3 Hours 7 Minutes  Course Leader: Sharon Ryan

Software Licensing – continued

> SAP Licensing Advanced: Hot Topics

SAP licensing evolves rapidly. This is an open-ended course that will keep evolving to ensure you are up to date with the latest changes, for now it includes:

- RISE with SAP and migration paths
- New product lines like BTP, BDC, and Joule
- Adjustments to commercial models
- AI and automation impact on licensing
- Conversion options and negotiation tactics

 4 Modules  52 Minutes  Course Leader: Sharon Ryan

> ServiceNow Licensing: Essentials

ServiceNow licensing can be complex, so this course is designed to clarify how ServiceNow licensing works across its main product offerings through real-world examples and practical insights. It breaks down key licensing models, cost structures, and common pitfalls, providing you the knowledge needed to make informed decisions and optimize your ServiceNow investment.

 6 Modules  41 Minutes  Course Leader: Jocelyn Hamelin

> Legacy VMware Licensing

With so much change around VMware, this course gives you a thorough understanding of the vendor's legacy licensing to enable you to continue to manage perpetual licenses and understand your rights.

 5 Modules  1 Hour 18 Minutes  Course Leader: Barry Pilling

 Certification Available

> VMware by Broadcom – Agreements & Products

Offering an overview of VMware licensing products since Broadcom acquired the vendor. The course provides an overview of the vendor and what has happened since the acquisition, takes you through the new agreements Broadcom are using for VMware products, helps you to understand key VMware by Broadcom products and license metrics and, finally, provides an overview of the Broadcom renewals and audit processes.

 6 Modules  1 Hour 24 Minutes  Course Leader: Barry Pilling

 Certification Available


ITAM Disciplines

Our ITAM disciplines courses cover vital business practices that support smarter decision-making, stronger governance, and improved operational efficiency.

> Audit Circle

Gain a practical guide to handling audits. This course focuses on the 'The Five Ps', a methodology our Course Leaders have used for years to successfully navigate audits.

 7 Modules  31 Minutes

 Course Leaders: Julia Veall, Rick Scheffer

> Audit Defence Fundamentals

Software audits are a fact of life. Every organisation that uses major software publishers will face one at some point, yet very few are truly prepared. This course gives you the foundations you need to understand how audits work, why they happen, and how to respond with confidence.

Drawing on real-world examples and practical advice, we'll cover the essentials of audit defence and show you how to put strong practices in place so that an audit, if it comes, is no longer a crisis but a controlled process.

 7 Modules  52 Minutes  Course Leader: Martin Thompson

 Certification Available

> Contract Negotiation




Gain best practice guidance and learn how to negotiate across all aspects of the contracting process to help you effectively participate in commercial negotiations.

 9 Modules  2 Hours 21 Minutes

 Course Leader: Martin Chalkley

> Introduction to Software Licensing

This is an entry-level introduction to software licensing in the context of IT Asset Management.

 7 Modules  1 Hour 50 Minutes  Course Leader: AJ Witt

> Building & Delivering an Asset Management Strategy

Learn how to develop an asset management strategy aligned to your organisation's goals, including tools and methodologies, metrics and KPIs, aligning to stakeholder expectations, and more.

 8 Modules  1 Hour 25 Minutes

 Course Leaders: Michael Rainer, Mátyás Jula

ITAM Disciplines – continued

> Introduction to ISO/IEC 19770-1


Gain a solid understanding of the intricacies of this ISO ITAM standard and its significance in steering the course of organisational management.

 7 Modules  41 Minutes  Course Leader: Martin Thompson

> ITAD Foundation

Gain a full understanding of IT Asset Disposition (ITAD) from an ITAM perspective, enabling you to assess and improve your current disposition program, or, start from scratch.


 6 Modules  2 Hours 28 Minutes

 Course Leaders: Bob Johnson, Ryan Laber, Kyle Marks, AJ Witt

> HAM Practitioner

Gain fundamental knowledge about Hardware Asset Management and how to implement an effective HAM strategy. Topics include: HAM fundamentals, how to assess your HAM maturity level, planning, compliance, risk management, and more.

 19 Modules  2 Hours 21 Minutes

 Course Leaders: Martin Chalkley, Piotr Jurkiewics, Kyle Marks, Michael Rainer, Martin Thompson, Tom Watson

 Certification Available

> ISO/IEC 19770-1 Practitioner

Get an overview of the ISO 19770-1 requirements and how to get ready for certification. This course goes through what ISO 19770-1's management system and PDCA principles are and how to build a management system suitable for certification. There will also be a closer look at the audit process itself.

 14 Modules  1 Hour 20 Minutes

 Course Leader: Yorick Heijink  Certification Available

> Cybersecurity & ITAM

This course explores the intersection of Cybersecurity and IT Asset Management (ITAM), emphasising how effective and efficient IT asset tracking enhances and elevates IT security posture. Learners will gain insights into identifying Software Bill of Material, vulnerabilities, managing asset lifecycles, ensuring compliance, and supporting proactive security measures.

The course combines technical concepts with real-world practices to build a strong foundation for understanding attack surface protecting organisational infrastructure, through integrated ITAM and cybersecurity strategies.

 5 Modules  1 Hour 56 Minutes


 Course Leaders: Dinesh Mehn, Krishna Prasad Boddani, Gursharan Singh

ITAM Disciplines – continued

> ITAM 101

This course offers a practical, whiteboard-powered introduction to the essential concepts, practices, and real-world realities of IT Asset Management. It provides learners a clear, confident grounding in ITAM, SAM, and HAM, all using real examples, simple explanation, and a focus on what actually works.


 26 Modules  1 Hour 7 Minutes

 Course Leader: Martin Thompson

> PITAM Foundation

This course provides an independent view of ITAM best practices, processes, and technology.

 5 Modules  1 Hour 8 Minutes

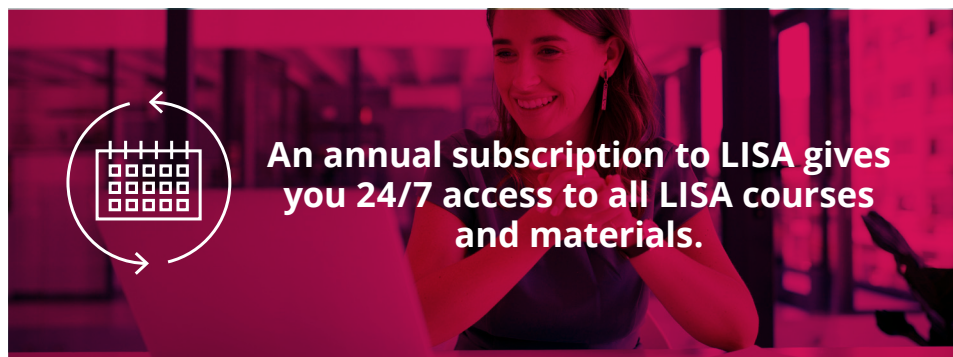
 Course Leader: Martin Thompson

> PITAM Practical IT Asset Manager

Explore stakeholder engagement, complex dependencies, ITAM implementation phases, and how to reclaim assets. Gain the knowledge and skills to address inefficient asset utilisation, costly software license compliance issues, and inadequate risk management associated with IT assets. Learn solutions to common barriers, including difficulties in demonstrating the value of ITAM initiatives to stakeholders.

 12 Modules  7 Hours 33 Minutes

 Course Leader: Martin Thompson  Certification Available



ITAM Tools

Our ITAM Tools courses provide practical, hands-on training in using the tools to optimise software and hardware across your organisation.

> Flexera One ITAM Operations

Learn how to leverage the operational features of Flexera One, navigating the interface and delving into fundamental aspects of IT asset management, including licensing, procurement, contracts, assets, inventory and more.



16 Modules



6 Hours 7 Minutes



Course Leader: Steve Cowherd

> License Dashboard: SAM Essentials

Gain an overview of License Dashboard tools, portal, and the SAM Essentials programme – training and support to accelerate your SAM programme and maintain momentum.



3 Modules



30 Minutes



Course Leaders: James Bell, Adam Green, Leah Rawlings

> Xensam: Gaining Control of Your IT Environment

Learn how Xupervisor can give full visibility and control over the IT environment, allowing users to access and navigate data and reports produced from the Xearch agent and the Xync connector. Xensam's cloud-based, AI-powered platform has industry-leading software discovery capabilities, integrating data from the cloud, on-prem, and SaaS applications to provide total visibility of IT assets.



11 Modules



1 Hour 9 Minutes



Course Leader: Ali Anware

> ServiceNow: Asset Management Overview

Gain a comprehensive understanding of ServiceNow's ITAM product family and the value proposition of ServiceNow's unified and integrated ITAM offering. Learn about the interactions between ITAM and ServiceNow products and features, such as CMDB and ESG, and third-party integrations, including SCCM.



6 Modules



54 Minutes



Course Leader: Matt Brazil

> ServiceNow: Hardware Asset Management

Acquire a fundamental understanding of the hardware asset management capabilities offered by ServiceNow. Explore how ServiceNow employs native and third-party discovery integrations to identify, reconcile, deduplicate, and enrich hardware asset data to enhance visibility and improve decision making. Learn to navigate the hardware asset lifecycle within the NOW platform, including key integrations with other parts of the platform like contract management and configuration management.



7 Modules



47 Minutes



Course Leader: Maria Marasigan-Leon

ITAM Tools – continued

> ServiceNow: Software Asset Management

Gain a comprehensive overview of the capabilities and features of ServiceNow’s SAM product offerings (Professional and Enterprise). Learn how ServiceNow can discover software installations (and SaaS consumption), ingests data from third parties, and then, normalizes the data. Learn how to add contracts and entitlements to the platform, publisher packs, and integrated and automated workflows.



7 Modules



42 Minutes



Course Leader: Hannah Kirzhner

> ServiceNow: Cloud Cost Management

This foundational course provides a comprehensive overview of ServiceNow Cloud Cost Management. Discover how Cloud Cost Management can help your organisation better control and govern your cloud spend across AWS, Azure, and Google while integrating with the broader NOW platform.



7 Modules



47 Minutes



Course Leader: Pedro Romero

> ServiceNow: SAM Pro Demo

Get a real-life explanation regarding how to set up ServiceNow SAM Pro through presentations and live demos. We discuss the requirements to set up ServiceNow SAM Pro and what to expect during the configuration process.



6 Modules



1 Hour 20 Minutes



Course Leaders: Ghislain Bleton, Anna-Marie Christensen

> Snow Atlas User

Explore the Snow Atlas platform focusing on the SAM Core module - using demos, we walk through the functionalities available in the platform and consider how this tool can be used to manage compliance, as well as to optimise your license costs.

You’ll be shown how to add/import and manage the data in the Snow platform, how to add/import licenses & agreements, and how to configure these in the platform correctly. Additionally, you will learn how to interpret the inventory data, and how to utilise the administrative functions of the platform.

This course may also be used to guide individuals utilising Snow License Manager (the on-premises version), as the platforms apply similar logic.



12 Modules



5 Hours



Course Leader: Kelly Yip

“I love the way you can access ITAM and SAM training in bite-size chapters... all delivered by the industry’s leading experts.”



MICHAEL RAINER
MANAGER SOFTWARE ASSET MANAGEMENT, NBN

ITAM Concepts

IT Asset Management is constantly evolving, and our ITAM Concepts courses provide the opportunity to examine the impact of these changes.

> Sustainable IT: Essentials

Learn what sustainable IT is, why it's important, key concepts, how to get started, how to build a sustainable IT Operational Program, and much more.



5 Modules



1 Hour 10 Minutes



Course Leader: AJ Witt

> FinOps: Essentials

Learn how to manage cloud costs and effectively optimise technology investments. Gain insights into the foundational elements of the FinOps framework, essential data prerequisites, and the tools necessary for successful implementation.



5 Modules



1 Hour 23 Minutes



Course Leaders: Rich Gibbons, Ryan Stefani

> ITAM for IaaS

This course focuses on cloud economics, containers, and managing license risk in new environments. Course content will grow with new technologies, trends, and vendors.



2 Modules



28 Minutes



Course Leader: AJ Witt

> ITAM for SaaS

This course defines SaaS for ITAM Managers and covers the differences between managing on-premises perpetual software and SaaS. It also provides an introduction to the people, processes, and tools needed for effective SaaS management.



5 Modules



2 Hours



Course Leader: AJ Witt

> ISO 27001: Essentials

This foundational course introduces ISO/IEC 27001:2022 as a practical framework for managing information security. Participants learn the core principles of the CIA triad, risk management, and the Plan-Do-Check-Act cycle, while exploring Annex A controls and their application. The course highlights common implementation challenges, the benefits of a mature ISMS, and the role of accredited certification in building trust and compliance.



6 Modules



45 Minutes



Course Leader: Can Pinarci



Certification Available

ITAM Concepts – continued

> NIS-2: Essentials

This foundational introduction to the NIS2 Directive and its implications for organisations across Europe, offers a clear understanding of NIS2's scope, obligations, and supervision model, with a focus on the three core requirements: governance (Article 20), minimum security measures (Article 21), and incident reporting (Article 23).

By linking NIS2 to ISO/IEC 27001 as a supporting framework, the course equips participants with the knowledge to interpret legal requirements, identify implementation priorities, and strengthen organisational resilience against cyber risks.



5 Modules



36 Minutes



Course Leader: Can Pinarci



Certification Available

What courses are we planning?

We're constantly working behind the scenes to create new courses and improve our existing ones, so you always have access to the most relevant and up-to-date learning experience possible.

We're excited to share our latest roadmap, outlining what we're planning to release next. While timelines and details may evolve, this will give you a view of what's coming up.

[View roadmap.](#)

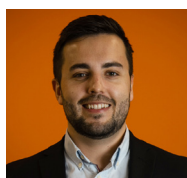
Course Leaders

Meet some of our trainers who are experts in their field and have decades of real-world experience.



Ali Anwar
Xensam Expert

Ali is the Certification and Training Manager at Xensam. He has more than 10 years of IT experience covering IT support, data intelligence, SAM, and training.



James Bell
ITAM Expert

James is a Senior ITAM Consultant with over a decade of experience in software and hardware asset management. He develops tailored ITAM strategies aligned with business goals, helping organisations maximise IT investments, optimise compliance, reduce costs, and mitigate risk.



Ghislain Bleton
ServiceNow Expert

Ghislain is the President of LG6 Services Inc. and a recognised expert in ITAM, Software Asset Management and licensing. With over 15 years experience in IT asset management, he has specialised in software rights from major publishers and has spent the past five years working as an ITAM architect within ServiceNow.

Ghislain is frequently invited as a SAM Pro expert to conferences organized by ServiceNow and ITAM Review, where he shares his insights on best practices and emerging trends in the field.



Matt Brazil
ServiceNow Expert

Matt is a Senior Solution Consultant at ServiceNow. His certifications include: Certified Implementation Specialist for both Hardware and Software Asset Management, ITIL v4, ServiceNow Certified System Administrator, and AWS Cloud practitioner.



Martin Chalkley
ITAM Expert

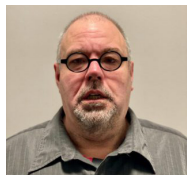
Martin brings 25 years of experience in IT asset management, vendor management and commercial management & procurement. He's spanned diverse industries such as: oil and gas, clean energy, telecoms, government, charities, infrastructure, inc. work with Gartner. His consultancy and training work across the UK, Middle East, Australia, Africa, and West Asia, focus on value for money and risk reduction.



Eric Chiu
IBM Licensing Expert

Eric began his SAM career as an IBM license compliance auditor in the early 2000's, conducting over 200 audits across the UK, Europe, and North America. Surprised by how often innocent non-compliance led to major penalties, he launched an independent SAM consultancy and coined the term "IBM audit defence". He now shares his experience with the ITAM community through LISA.

Course Leaders – continued



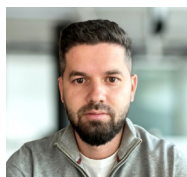
Steve Cowherd
Flexera Expert

Steve has managed software assets since the early 90s and has worked in many different aspects of ITAM. He started his Flexera career as a Principal Licensing Consultant before migrating to enablement where he remains to date.



Anna-Marie Christensen
ServiceNow Expert

Anne-Marie has been working in IT Asset Management/ Procurement for over 19 years as an employee and a consultant. She is a Sr. SAM Analyst who specialises in software rights for major publishers and for the past 5 years has also been a ServiceNow ITAM analyst.



Adrian Cristache
Oracle Licensing Expert

Adrian is a Senior Oracle Consultant and Project Manager with 12+ years of experience. He specialises in Oracle licensing and possesses technical expertise in Database, Middleware and Java programs.



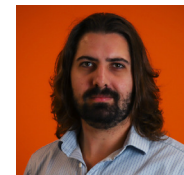
Kylie Fowler
Audit Defence Expert

Kylie currently works as an independent consultant. She is skilled at leading vendor negotiations to drive outcomes that maximise IT investments and cost savings through efficient license management.



Rich Gibbons
Software Licensing Expert

Rich has more than 20 years of ITAM experience. He has a deep focus on ITAM, SAM, FinOps and GreenOps. He started his career in software sales and holds more than 20 certificates from the FinOps Foundation, AWS, and Microsoft, among others. He is known for his software licensing expertise, love of hip-hop music, and colourful shirts.



Adam Green
Licensing Expert

Adam has 10+ years' experience supporting vendor and customer-led compliance reviews, with expertise in Microsoft and Adobe and Autodesk lead licensing and audit practices. As the industry moves to subscriptions and the cloud much of the work now focuses on identifying cost savings through implementing ITAM best practice and helping organisations understand their estate and licensing.



Jocelyn Hamelin
ServiceNow Expert

Jocelyn has worked in the IT industry since 1995, building a career that spans technical, sales, and consulting roles. He spent 20 years in education-sector sales with IBM and Microsoft, developing deep expertise in customer engagement and licensing programs. Since 1994, his focus has been on Software Asset Management (SAM), with a specialization in Microsoft licensing. He is the co-founder of LG6, a SAM consulting firm dedicated to software contract compliance, cost optimization, and the implementation and management of SAM tools.

Course Leaders – continued



Kristy Hawkins
Quest Licensing Expert

Kristy has 15+ years of ITAM experience covering roles with IAG, KPMG, Livingstone and most recently, Xcite Consulting. She is skilled in IT Strategy, Software Asset Management, Contract Management, and Risk Management.



Rebecca Horton
Red Hat Licensing Expert

Rebecca is a 15+ year veteran of software sales, licensing, compliance, audit, and asset management. Currently, she is the Senior Director IBM & Red Hat with Anglepoint.



Piotre Jurkiewicz
Hardware Asset Management Expert

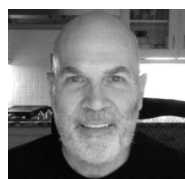
Piotre is a Hardware Asset Management Lead with EY. He has 20 years of ITAM experience. He has earned 10+ industry certifications, including PITAM, CSAM, CHAMP, CITAD, and ITL v.4 Foundation.



Yorick Heijink
ISO Expert

Yorick is a trailblazer in the world of standards and certification, currently recognized as the only auditor globally performing ISO/IEC 19770-1 audits. With a rich background spanning software development, project management, and product management, Yorick brings a uniquely holistic perspective to the auditing process.

Today, he specializes in ISO 27001 and ISO 9001 audits, helping organizations navigate the path to certification with clarity and confidence. Beyond auditing, Yorick is passionate about education—training both aspiring auditors and implementation teams on how to achieve and maintain compliance in a practical, effective way.



Bob Johnson
ITAD Expert



Mátyás Jula
Autodesk & DocuSign Licensing Expert

Mátyás is a Software Asset Manager at Deloitte, delivering global SAM services. He is the main reporting expert for engineering software and the Technical Lead of the SAM Service. During his career, he has held various SAM, IT Operations and Team Leader roles at Aegon/ Transamerica, Tata Consultancy Services, Kingfisher, and Hewlett-Packard.



Hannah Kallmeyer
ServiceNow Expert

Hannah is a Solution Consultant at ServiceNow specialising in IT Asset Management. She is a Certified Implementation Specialist for both ServiceNow Hardware Asset Management & Software Asset Management. She also has an ITIL v4 certification and Certified Hardware Asset Management Professional and Certified Asset Management Professional certification from IAITAM.



Ryan Laber
ITAD Expert

Course Leaders – continued



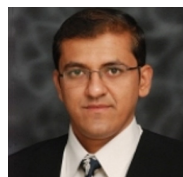
Maria Marasigan-Leon
ServiceNow Expert

Maria is a Senior Solution Consultant at ServiceNow focusing on IT Asset Management. Previously, she worked as a Procurement Manager and Logistics Manager for a large publishing company. Her certifications include: ITIL, Certified Implementation Specialist in Hardware Asset Management Pro (CIS – HAM) and Software Asset Management Pro (CIS – SAM), Asset Management (CAMP), and Hardware Asset Management (CHAMP).



Kyle Marks
Hardware Asset Management Expert

Kyle is a seasoned CEO and ITAD consultant, specialising in helping organisations effectively manage their retired computer equipment. He is the owner of Retire-IT a value-added reseller of ITAD services. He has earned a CHAMP certification and an MBA from Harvard Business School.



Dinesh Mehn
Cyber Security Expert

Dinesh Mehn is the Founder and CEO of DigiToWork, specialising in ITAM, IT Security, cost optimisation - assisting IT teams in enhancing efficiency and security. DigiToWork has been awarded the prestigious ISO 17025 certification for its IT Security Testing Lab, the FIRST company in Telangana to achieve this. This reinforces DigiToWork's commitment to delivering IT Security Testing, Vulnerability Assessment & Penetration Testing (VAPT), Ethical Hacking, Red Team, Exploitation Testing solutions to organisations that need to improve Application Security Posture.



Barry Pilling
VMWare Licensing Expert

Barry has worked in the ITAM industry for 14 years and specialises in licensing software for datacentres and cloud technology platforms. His deep knowledge of vendors, such as VMware, Microsoft, and IBM, has helped numerous clients to optimise and realise savings.



Can Pinarci
ISO Expert

Can is an Information security auditor with Big 4 and industry experience. Currently Audit Operations Manager at Brand Compliance, specializing in ISO 27001, NIS2, and ISAE 3402 audits. Focused on IT governance, risk, and compliance across sectors.



Krishna Prasad Boddani
Cyber Security Expert

Krishna is the Quality Manager at DigiToWork, NABL IT Security's ISO 17025-Certified Security Testing Lab. He ensures that all security testing processes adhere to the highest standards and comply with global security regulations. Additionally, he manages asset tracking, ensuring security assets are effectively maintained, to support high-quality testing services. His dedication to quality and precision helps organisations enhance their security posture and meet compliance requirements in a complex cybersecurity landscape.

Course Leaders – continued



Michael Rainer
ITAM Expert

Michael is a highly skilled professional with a thorough understanding of asset management strategies, processes, practices, and industry trends.



Leah Rawlings
SAM Expert

Leah is a Senior SAM Consultant at License Dashboard who collaborates closely with a diverse portfolio of clients, including License Dashboard's SAM Essentials customers. Leah helps customers maximise the value of their software investments by optimising assets efficiently and cost-effectively.



Miriam Redding
IBM Licensing Expert

Miriam is known for her expertise in SAM and IBM contract negotiations and licensing. She is also the Founder and Director of Navigate Clear, where she offers expert guidance in the software advisory realm.



Roy Reijnen
Oracle Expert



Sharon Ryan
SAP Expert

Sharon has successfully worked in both SAP licensing consultancy and license audit roles, affording her with a practical understanding and fact-based approach to the options and rights SAP customers can expect in their SAP business dealings.

Sharon founded Xactitud in 2021, a niche consultancy exclusively focused on SAP licensing. Xactitud delivers SAP licensing projects globally, empowering customers with SAP license intelligence and enabling them to achieve their business goals.



Rick Sheffer
Audit Defence Expert

Rick is the Global Head of Enterprise Asset Management at Wolters Kluwer. He has spent close to 25 years within the IT sector. He is a Certified Snow Professional and has earned the Lean Six Sigma Black Belt and CSAM certifications.



Gursharan Singh
Cyber Security Expert

Gursharan is an IT Security Analyst and Technical Manager at DigiWork's ISO 17025-certified Security Testing Lab. He brings hands-on expertise in cybersecurity for web and mobile applications, networks, and critical infrastructure.

His core competencies include penetration testing, VAPT, malware analysis, threat hunting, and compliance testing aligned with global standards. He is skilled in frameworks such as OWASP, CWE, CIS, and a wide range of modern security testing methodologies.



Ryan Stefani
ITAM Expert

Ryan has more than 15 years of IT Asset Management experience. He excelled as an ITAM practitioner in the financial services industry, specialising in SAM, HAM, contract and vendor management, procurement, software compliance, and ITSM implementations.

Course Leaders – continued



Martin Thompson
ITAM Expert

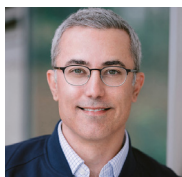
Martin is the Executive Director of the ITAM Forum, a not-for-profit trade body dedicated to advancing IT Asset Management. He is also the founder and Managing Director of LISA, and a course leader.

As an ITAM expert, Martin is the author of *Practical ITAM: The Essential Guide for IT Asset Managers*, a practical book for those looking to get started and make a measurable difference in the field. Plus he developed our PITAM course and certification.



Julia Veall
ITAM Expert

Julia is Senior Manager for Asset Management at Vodafone, leading the VOIS SAMaaS offering across markets. With 30+ years in the IT industry she is a highly experienced ITAM and Service Delivery Manager, she brings extensive experience from major corporates. Her focus is on building strong teams, driving change strategies, and delivering business value.



Tom Watson
ITAM Expert

Tom has more than 20 years of IT experience. He founded AMI in June 2003 to provide enterprise asset tracking solutions, consulting, software development, product design and architecture, with a focus on data collection processes and technology.



AJ Witt
ITAM Tools Expert

AJ has worked in IT for 20 years. He has practical, hands-on experience of ITAM tools and a deep understanding of discovery and inventory techniques. He trains ITAM professional on ITAM tools, virtualisation, containerisation, cloud, and SaaS.



Kelly Yip
Microsoft Licensing Expert

Kelly is an ITAM Thought Leader and Advisor, at LISA. With 15 years of experience in the ITAM industry, Kelly now focuses on sharing her expertise with LISA customers through live events, and structured training sessions.

As a Microsoft, Oracle and Snow Software expert, she dedicates her time to sharing her extensive knowledge to support our LISA customers. Prior to working at LISA, Kelly spent eight years at Snow Software, and five years at Microsoft.

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