



the **itam-unit**  
Intelligence for IT



***“IT Asset  
Management  
you are in it  
together”***



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**Online training, workshops and webinars. Since the corona crisis we have seen them pass by almost every day. There is a lot of supply and, although the online aspect is not preferred by most people, the demand for it is high too. Especially now that working from home and keeping distance from each other, an “event” in this form - where we can have contact with colleagues, gain knowledge and exchange experiences - is often more than welcome. Roeland Moet, working at the department of Information Management (IM) and Medical & Information Technology (MIT) of the Universitair Medisch Centrum Groningen (UMCG), tells from what need he and his team have participated in an online workshop about IT Asset Management (ITAM) - an IT discipline intended to obtain maximum value from investments in IT at minimal costs and risk - how they experienced the workshop given by The ITAM-Unit and what the key ‘take aways’ are within the UMCG.**

### **ITAM, you are in it together**

If you look at the UMCG from a distance, you will see a large organization, but if you zoom in a little further you will see that this large organization consists of multiple small islands, also within the domain of IT. At the UMCG, two people, including Roeland, are currently working with ITAM, and that while digitization is increasing. Not optimal, you would think, given the importance of IT and also the large annual investments in IT within an organization such as the UMCG, with more than 10.000 employees and the extensive dependence on IT in the core business: providing healthcare. This is also where the need of Roeland comes from to gather people within the UMCG and let them participate in a workshop about ITAM, in order to look for joint added value. “What was important to me was to find each other and build bridges”, explains Roeland. “Otherwise we do things twice or we do not see each other. We can help each other, especially within the triangle of IT Asset Management, Identity & Access Management and security. We cannot and do not want to do this by ourselves. ITAM, you are in it together.”

### **Immediately effective**

The online workshop could start after a few preliminary meetings Roeland had with Johan West, General Director at The ITAM Unit and a well-known name within the Dutch ITAM-scene, about the needs within the UMCG and the most important topics that needed to be discussed during the workshop. “People within the UMCG were very enthusiastic beforehand”, Roeland tells. “There were a lot of applications, some of which I had not expected.”

Although Roeland knows from experience that training and workshops about ITAM can be boring or long-winded, he is nothing but enthusiastic about the execution and results of the workshop given by The ITAM-Unit, and especially about the person who provided the workshop; Johan. “Everyone was focussed till the end and that is certainly because of Johan. Johan is doing this very well and it is absolutely not boring. He is accessible, he has humor,

he has put together a customized part that exactly matched with the situation the UMCG was in, he provides a lot of opportunities for personal input and discussion and he makes an online workshop seem like it is a physical one.” A discussion started immediately and, therefore, the workshop directly had its first effect on the daily practices of the participants.

### **From scratch to insight**

And although it is of course good when a training or workshop is accessible, entertaining, interesting and personal, eventually it is about its effects within the organization. After all, that is the main reason for participation. Within the UMCG, the workshop has had the results that Roeland had hoped for in advance. Not only were the workshop, the insights and recommendations very well received within the UMCG and did Roeland receive a lot of good feedback, he also noticed that those who attended benefited from it while performing their daily work. Work that, without perhaps even knowing it beforehand, had an important relation with ITAM and the added value that ITAM can offer an organization. Both the more experienced participants, as those who had no prior knowledge of ITAM and came from scratch. “They think along, see certain things better and solve them themselves.” A great result.



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### **Continuation**

A single workshop or training is of course valuable, but only provides real value in case it has a structural continuation. In that respect, the various teams within UMCG have taken another step in the right direction. ITAM once again gained more awareness and initiatives are being launched to give ITAM an even more important role within the UMCG - which will also increase the expected value. In addition to the potential benefits in terms of efficiency and productivity - because ITAM also makes the use of IT resources more effective - the financial benefits in terms of cost savings are not negligible. Money that, within the UMCG, should mainly be spent on the core business: providing quality healthcare to those who need it.





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The Universitair Medisch Centrum Groningen (UMCG) is one of the largest hospitals in the Netherlands and is the largest employer in the Northern Netherlands. The more than 12.000 employees work together on healthcare, research, training and education with the common goal: building the future of health.



*the* **itam-unit**


*Intelligence for IT*

The ITAM Unit helps companies maximize the value of IT and software investments at minimal cost and risk by leveraging IT Asset Management (ITAM) best practices and technology. The ITAM Unit is aimed at managing, controlling and optimizing the process of selection, purchase, implementation, maintenance and use of computer hardware, software and cloud services within an organization.

***Maximize the value of IT at  
minimal costs and risk***

## CONTACT

 Savannahweg 71, 3542 AW, Utrecht

 088 - 001 66 46

 [info@the-itam-unit.com](mailto:info@the-itam-unit.com)

 [www.the-itam-unit.com](http://www.the-itam-unit.com)