SmartSuite

Framework / IT Governance / ISO Management Systems

ISO/IEC 19770-1:2017 – Information technology – IT asset management – Part 1: IT asset management systems – Requirements

ISO/IEC 19770-1:2017 specifies requirements for an IT asset management system and adds software, licensing and IT asset data controls to ISO 55001. Published December 7, 2017.



What it is

ISO/IEC 19770-1:2017, Information technology — IT asset management — Part 1: IT asset management systems — Requirements, specifies the requirements for establishing, implementing, maintaining and improving a management system for IT asset management (ITAM), called an IT asset management system (ITAMS). ISO and the International Electrotechnical Commission (IEC) published the third edition on December 7, 2017, prepared by ISO/IEC JTC 1/SC 7 with contributions requested from SC 27, SC 40 and ISO/TC 251. It cancels and replaces the second edition, ISO/IEC 19770-1:2012, which was technically revised to be a management system standard.

At a glance

PUBLISHER
International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC), ISO/IEC JTC 1/SC 7

TYPE
Standard

VERSION
ISO/IEC 19770-1:2017 (third edition), with Amendment 1:2024

EFFECTIVE
December 7, 2017 (publication date)

DOMAIN
IT Governance

FAMILY
ISO Management Systems

REGION
International

ADOPTION MODEL
Certification

IMPLEMENTATION COMPLEXITY
High

Source: iso.org/standard/68531.html

Why it matters

- **Licensing under control** The Introduction requires controls over licensing, underlicensing, overlicensing and compliance with licensing terms and conditions, and Clause 8.4 covers license management.
- **Trustworthy data first** Tier one in Annex B is trustworthy data, which the Introduction calls the most important tier for most end-user organizations and for software publishers; Clause 8.3 covers core data management.
- **Ownership and authorizations on the record** Documented information includes traceability of ownership and responsibility (Clause 7.6.2) and audit trails of authorizations and execution of authorizations (Clause 7.6.3).
- **Cloud and BYOD in scope** Clause 8.7 covers outsourcing and services and Clause 8.8 covers mixed responsibilities between the organization and its personnel; the Introduction cites cloud computing and BYOD as cases of mixed ownership and responsibilities.

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How SmartSuite supports ISO/IEC 19770-1:2017

ITAMS Requirements Library

Hold Clauses 4 to 10 and the Annex A process areas as structured requirements with an owner, a status and a tier.

IT Asset Register and Core Data

Track IT asset inventory, ownership, life cycle and cost as the core data the system depends on (Clause 8.3).

License and Entitlement Records

Keep license and entitlement records linked to the assets and contracts they cover for license management (Clause 8.4).

Authorizations and Audit Trail

Record authorizations and changes to IT assets, with who made them and when (Clauses 7.6.2, 7.6.3 and 8.2).

IT Asset Risk and Service Providers

Log IT asset risks and treatments, and the outsourced services and providers behind them (Clauses 6.1.2, 6.1.3 and 8.7).

Audit, Review and Corrective Action

Plan internal audits and management reviews and follow nonconformities to closure (Clauses 9.2, 9.3 and 10.1).

Common framework mappings

ISO/IEC 19770-5:2015 | ISO/IEC 20000-1 | ISO 27001:2022 | ISO 27002:2022 | ISO 9001:2026 | ITIL 4 | COBIT 2019 | ISO/IEC 27036

Official resources

ISO/IEC 19770-1:2017 catalog page

The ISO catalog entry for Part 1, with status, edition, committee, amendment, and purchase and preview options.

iso.org/standard/68531.html

ISO/IEC 19770-1:2017 preview on the Online Browsing Platform

ISO's read-only preview of the standard's foreword, introduction, scope, and terms.

iso.org/obp/ui/en/#iso:std:iso-iec:19770:-1:ed-3:v1:en

ISO/IEC JTC 1/SC 7 flagship standard: ISO/IEC 19770-1:2017

The responsible ISO committee's description of the standard, its process areas, tiers, and joint use with ISO/IEC 27001 and ISO/IEC 20000-1.

committee.iso.org/sites/jtc1sc7/home/projects/flagship-standards/isoiec-19770-12017.html

Frequently asked questions

How does ISO/IEC 19770-1:2017 relate to ISO 55001?

It is a discipline-specific extension of ISO 55001:2014 with changes, and not a sector-specific application of it (Clause 1.1). It adds requirements for IT assets, above all software assets: controls over modification, duplication and distribution, audit trails, licensing, mixed ownership and reconciliation with financial systems. Conformance to ISO/IEC 19770-1 does not imply conformance to ISO 55001, and Annex D lists the changes.

Which assets does ISO/IEC 19770-1 cover?

All IT assets: hardware, executable software such as applications and operating systems, and non-executable software such as fonts and configuration information, in every environment from on-premises to virtualized and software-as-a-service (Clause 1.2). It does not cover information as an asset independent of hardware and software, and it sets no financial, accounting or technical requirements for specific asset types (Clause 1.1).

What are the three tiers in Annex B?

Annex B optionally groups process objectives into three tiers: trustworthy data, life cycle integration and optimization. The Introduction calls trustworthy data the basic tier and the most important for most end-user organizations and for software publishers. The tiers are optional and suggest an order for implementation.

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What does Clause 8 require for IT asset management?

Clause 8 covers operational planning and control (8.1), management of change (8.2), core data management (8.3), license management (8.4), security management (8.5), other processes (8.6), outsourcing and services (8.7) and mixed responsibilities between the organization and its personnel (8.8). Normative Annex A sets the 15 ITAM process areas and their objectives.

Is ISO/IEC 19770-1:2017 current, and can an organization be certified to it?

Yes. The third edition was published on December 7, 2017, replaced the 2012 edition and was last confirmed by ISO in 2024; Amendment 1:2024 adds climate change statements. The standard says internal and external parties can use it to assess an organization's ability to meet its own IT asset management requirements (Clause 1.1), and certification by an accredited body is voluntary.

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Full framework page and mappings: smartsuite.com/frameworks/iso-iec-19770-1-2017-it-asset-management-systems-requirements