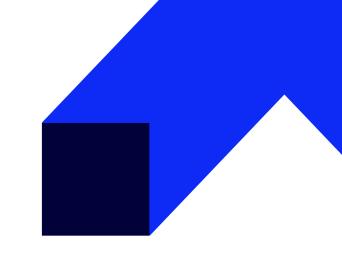


training code: ZP-FitSM-EBen / ENG DL 3d / EN

FitSM® Expert Bridge - accredited training with exam



FitSM® is a free and lightweight standards family aimed at facilitating service management in IT service provision.

The FitSM® standard and associated certification scheme are maintained by the ITEMO (IT Education Management Organisation) FitSM® working group. The FitSM® standard was initially developed through the FedSM Project, funded by the European Commission.

FitSM® is designed to be compatible with ISO/IEC 20000-1 (requirements for a service management system) international standard and ITIL®. The FitSM® process model, requirements, recommended activities and role model targets a lightweight implementation. Equally, it can be applied as a first step to introducing full ITSM, i.e. applying ITIL® good practices and/or achieving compliance against ISO/IEC 20000-1.



Purpose of the training

The training is addressed to:

• For special audiences / people who are already "ITSM professionals", side entry options are available to go through FitSM qualification quicker and achieve FitSM certification with less effort.



Benefits of completing the training

FitSM® training and certification will:

• Support organizations in achieving the first step towards implementing the full set of IT Service



Management processes

- Enhance an organization's provision of IT services using a concise, lightweight and achievable ITSM standard
- Help organizations apply effective ITSM processes in federated environments, where services are managed in cooperation with competing or disparate organizations
- Implement the foundations of effective ITSM processes in instances where it is not necessary to implement detailed processes prescribed by other frameworks (e.g. ISO/IEC 20000 and ITIL®)



Examination method

Both exams required!

1) Advanced "Bridge" Exam - FitSM® Advanced Bridge

- 60 minutes
- Closed book, i.e. no aids are allowed
- 30 multiple choice questions taking a mix from SPD and SOC (four possible answers for each question
 A, B, C, D)
- At least 70% of the maximum score required to pass the examination (21 of 30)

2) Expert Exam - FitSM® Expert

- 75 minutes
- Closed book, i.e. no aids are allowed
- 30 multiple choice questions (six possible answers for each question, each answer may either be true or false)
- At least 75% of the maximum score required to pass the examination

Upon successfully passing both exams a single **FitSM Expert Certificate** is achieved.



Expected Listener Preparation

One of the following three certifications is required:

- Holders of the "ITIL® Expert" certificate issued by a recognised certification authority / examination institute
- Holders of the "Consultant/Manager in ITSM according to ISO/IEC 20000" certificate
- Holders of the "Associate in ITSM according to ISO/IEC 20000" certificate



Training Language

• Training: English



• Materials: English

• Exam: English



Duration

3 days / 24 hours

Training agenda

- 1. ITSM & FitSM® general overview
- 2. "Selected topics" from the FitSM® Advanced level trainings:
- 3. General aspects of establishing a service management system (SMS)
- 4. ITSM processes for the planning and delivery of services
- 5. ITSM processes for the operation and control of services
- 6. ITSM process interfaces and dependencies
- 7. "Selected topics" from the FitSM® Expert training:
- 8. Understanding the organisational context
- 9. Leadership and governance
- 10. Planning and implementing ITSM (PLAN, DO)
- 11. Monitoring, reviewing and improving ITSM (CHECK, ACT)

*This side entry course combines both Advanced levels and the Expert level into 3 days.