

training code: ZP-FITSM-Fen / ENG DL 1d / EN

FitSM® Foundation - 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:

- Managers and employees of IT organizations planning to improve internal processes based on the best practices of FitSM®, employees of companies providing IT services
- People who want to improve their qualifications in IT service management and pass the FitSM®
 Foundation exam



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

- At the end of this training
- Closed book, i.e. no aids are allowed
- Duration: 30 minutes
- 20 multiple choice questions:
- Four possible answers for each question: A, B, C or D
- One correct answer per question
- At least 65% correct answers (13 of 20) are required to pass the examination



Expected Listener Preparation

No special preparation of the students is required.



Training Language

Training: EnglishMaterials: English

• Exam: English



Duration

1 days / 8 hours



Training agenda

- 1. IT Service Management: Introduction, Terms & Concepts
- 2. The FitSM® Approach & Standards Family
- 3. IT Service Management General Aspects
- 4. IT Service Management Processes
- 5. Benefits, Risks & Challenges of Implementing IT Service Management
- 6. Related Standards & Frameworks