

# FitSM® Expert - 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:

- Individuals aiming to fulfil the role of internal or external consultant or auditor in the topic area of IT service management (ITSM).



## 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: 75 minutes
- 40 multiple choice questions:
- Four possible answers for each question: A, B, C or D
- One correct answer per question
- At least 75% correct answers (30 of 40) are required to pass the examination



### Expected Listener Preparation

The candidate must hold both FitSM Advanced Certificates in Service Planning and Delivery (SPD) and Service Operations and Control (SOC).



### Training Language

- Training: English
- Materials: English
- Exam: English



### Czas trwania

2 dni / 16 godzin

## Training agenda

1. Repeat the most important advanced level knowledge on (lightweight) ITSM
2. ITSM-related frameworks and standards
3. Understanding the organisational context of implementing ITSM (including federation structures and scope setting)
4. Leadership and governance (including top management responsibilities, governance practices, effective communication and organisational change management)
5. Planning and implementing ITSM (including service management planning, service design and transition and effective documentation)
6. Monitoring, reviewing and improving ITSM (including capability & maturity assessment, key performance indicators, managing an audit program and conducting audits)