

FitSM® Advanced Service Operation and Control (SOC) - 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 a coordinating role in the ITSM processes related to the operation and control of IT services
- Candidates who wish to progress to expert level of the qualification and certification scheme



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: 60 minutes
- 30 multiple choice questions:
- Four possible answers for each question: A, B, C or D
- One correct answer per question
- At least 70% correct answers (21 of 30) are required to pass the examination



Expected Listener Preparation

The candidate must hold FitSM Foundation Certificate



Training Language

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



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Training agenda

1. FitSM® Foundation wrap-up & ITSM basics
2. Selected general aspects of establishing a service management system (SMS)
3. ITSM processes for the operation and control of services
4. ITSM process interfaces and dependencies