

FitSM® Advanced Service Planning and Delivery (SPD) - 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 planning and delivery 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 planning and delivery of services
4. ITSM process interfaces and dependencies