

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: English
- Materials: English
- Exam: English

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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