

FitSM Foundation Training

Zadar, Croatia

23 April 2024

Overview

IT Service Management is a discipline that helps provide services with a focus on customer needs and in a professional manner. It is widely used in the commercial and public sectors to manage IT services of all types, but current solutions are often seen as heavyweight with high barriers to entry.

FitSM is an open source, lightweight standard for professionally managing services. It brings order and traceability to a complex area and provides simple, practical support in getting started with ITSM. FitSM training and certification provide crucial help in delivering services and improving their management. It provides a common conceptual and process model, sets out straightforward and realistic requirements and links them to supporting materials.

In addition, participants have an opportunity to receive a formal certification backed by certification authority APMG International for anyone successfully passing the exam.

This one-day Foundation level course, split over 2 half days, provides an agnostic introduction to the basic IT service management concepts and terms, outlines the purpose and structure of FitSM standards and their relationship to other standards, and details the formal requirements defined within it.

Duration

8 hours (plus 30-minute exam)

Target audience

- All individuals involved in the provisioning of (federated) IT services.
- Candidates who wish to progress to the advanced level of the qualification and certification scheme.

Entry requirements

None

Contents

- Basic IT service management concepts and terms (based on FitSM-0).
- Purpose and structure of FitSM standards and their relationship to other standards - Process framework underlying FitSM.
- Requirements defined in FitSM-1.



Exam

- 30 minutes, at the end of the training (+10 mins for non-native English speakers).
- Closed book, i.e. no aids are allowed.
- 20 multiple-choice questions (four possible answers for each question, one correct answer per question).
- At least 65% correct answers (13 of 20) are required to pass the examination.

Training Outputs

- Exam scores.
- Certificates for those passing the exam with a unique certificate licence number.
 - Communication of results, and availability for download through personal client areas, is provided by the certification authority APMG.

Related downloads

The current versions of all parts of the FitSM standard can be found here:

<https://www.fitsm.eu/downloads>

Logistics

Course will be held in presence only at: [CodeHub](#), Franje Tuđmana 24d, 23000 Zadar, Croatia

Pre-registration via the OPERAS Conference website:

Agenda

Time	Topics	Trainer	Location
9:00-10:30	Service management and the FitSM standard: Intro, terms, concepts and general aspects	Sy Holsinger	CodeHub
10:30-10:45	Coffee Break		CodeHub
10:45-12:00	Processes: Service Portfolio, Service Level and Service Reporting Management	Sy Holsinger	CodeHub
12:00-13:00	Lunch		CodeHub
13:00-14:15	Processes: Service Availability and Continuity, Capacity and Information Security, Customer and Supplier Relationship Management	Sy Holsinger	CodeHub
14:15-14:30	Coffee Break		CodeHub
14:30-15:45	Processes: Incident and Service Request, Problem, Configuration, Change, Release and Deployment Management	Sy Holsinger	CodeHub
15:45-16:00	Coffee Break		CodeHub
16:00-17:00	Process: Continual Service Improvement Benefits, Risks & Challenges of Implementing ITSM, Related standards and frameworks		CodeHub
17:00-17:20	Short Break and Exam Set-up		
17:20-18:00	Exam		CodeHub