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.

The main goals of FitSM® are to:

- Create a clear, pragmatic, lightweight and achievable standard that allows for effective IT service management (ITSM)
- Offer a version of ITSM which is more accessible for a wider range of environments than traditional ITSM solutions, including federated scenarios
- Provide solutions which can be efficiently implemented in organisations ranging from SMEs and start-ups through to large enterprises
- Define a baseline of ITSM effectiveness that is achievable but can be expanded if necessary

Course objectives:

- Repeat the most important foundation knowledge on

(lightweight) ITSM
- Become familiar with the general aspects of implementing ITSM, the processes required to plan and deliver services effectively (according to the FitSM-1 standard), and important interfaces in a service management system
- ITSM processes in focus of this training:
  - Service portfolio management
  - Service level management
  - Service reporting management
  - Service availability and continuity management
  - Capacity management
  - Information security management
  - Customer relationship management
  - supplier relationship management

Achieve the:

Advanced level certificate in service planning and delivery according to FitSM®.

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®)

Exam description

- 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