

# 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.

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

Become familiar with:

- Basic IT service management concepts and terms

- Purpose and structure of FitSM® standards and their relationship to other standards
- FitSM® approach and key principles
- Process framework underlying FitSM®
- Selected requirements defined in FitSM-1

Achieve the Foundation Certificate in IT Service Management according to FitSM®.



### 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