

# AP-FSMEA FITSM EXPERT & AUDITOR (INCLUDING EXAM VOUCHER)



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Day	Expert	FitSM	Instructor Led	None

## INTRODUCTION

This course, *FitSM Expert & Auditor*, offers in-depth exploration of IT Service Management (ITSM) principles and practices, aligned with the FitSM standard. Designed for professionals seeking to deepen their understanding and application of ITSM, this training will equip you with the knowledge and practical skills necessary to achieve the Expert & Auditor Level Certification.

The course begins with a review of foundational ITSM and FitSM concepts, progressing to advanced topics such as leadership, governance, risk management, and compliance within the ITSM context. You'll cover the entire service life cycle, from planning and implementing services to monitoring, reviewing, auditing, and driving continual improvement. We will also explore how various management systems, process management frameworks, and project management methodologies intersect with FitSM.

Through detailed examinations of FitSM processes, you'll learn how to manage key service areas, including service portfolios, service levels, availability, capacity, security, and customer-supplier relationships. Additionally, you will explore how to address incidents, problems, configurations, changes, and releases in line with FitSM principles. We'll also cover the overall framework of a Service Management System (SMS), emphasizing top management commitment, proper documentation, and continuous improvement culture.

## AUDIENCE PROFILE

This Expert level course aims to provide those fulfilling senior roles in IT Service Management such as process owners, process managers, consultants or auditors. Expert level topics cover organisational contexts; leadership and governance aspects; planning, implementing, monitoring, reviewing and improving ITSM.

## PREREQUISITES

The FitSM Advanced Service Operation and Control (SOC) and FitSM Advanced Service Planning and Delivery (SPD) certificates are pre-requisites.

## COURSE OBJECTIVES

The learning objectives include a practical understanding of:

- Repeat the most important advanced level knowledge on (lightweight) ITSM
- ITSM-related frameworks and standards
- Understanding the organisational context of implementing ITSM (including federation structures and scope setting)
- Leadership and governance (including top management responsibilities, governance practices, effective communication and organisational change management)
- Planning and implementing ITSM (including service management planning, service design and transition and effective documentation)
- Monitoring, reviewing and improving ITSM (including capability & maturity assessment, key performance indicators, managing an audit program and conducting audits)

## COURSE CONTENT

### Module 1: Standards, frameworks, concepts and practices related to IT service management

- Management systems
- Commonly used organisational methods and practices
- Integrating ITSM / SMS with other management systems

### Module 2: Leadership, governance, risk and compliance in IT service management

- Leadership and (IT) governance
- Risk management
- Compliance

- Implementing leadership and (IT) governance, risk management and compliance in a Service Management System

### Module 3: Planning and implementing services and IT Service management (PLAN, DO)

- Service and service management planning
- Roles, responsibilities and competences in ITSM
- Organisational change
- Tooling
- Adopting planning and implementation measures in a Service Management System

### Module 4: Monitoring, reviewing, auditing and improving services and IT service management (CHECK, ACT)

- Compliance, conformity, effectiveness & efficiency
- Measurements
- Auditing and assessment and Practices
- Continual improvement
- Adopting measurement, auditing and improvement practices in a Service Management System

## ASSOCIATED CERTIFICATIONS & EXAM

FitSM Expert & Auditor exam format:

- 75 minutes
- Closed book i.e. no aids are allowed
- 40 multiple choice questions (four possible answers for each question, one correct answer per question)
- At least 75% correct (30 / 40) are required to pass the examination.