

## AP-FSM FITSM FOUNDATION (INCLUDING EXAM)



| DURATION | LEVEL      | TECHNOLOGY | DELIVERY METHOD | TRAINING CREDITS |
|----------|------------|------------|-----------------|------------------|
| 1 Day    | Foundation | FitSM      | Instructor Led  | None             |

### INTRODUCTION

This course is designed for professionals seeking a practical, efficient, and simplified approach to IT Service Management (ITSM). FitSM is ideal for individuals who want to gain recognition for their ability to implement effective ITSM processes while focusing on the essentials.

The course will introduce you to the basic concepts of ITSM and the FitSM framework, providing you with the knowledge needed to implement standardized, auditable ITSM processes. While many organizations adopt only a few customer-facing IT support processes, FitSM offers a structured and streamlined approach for managing IT services across the entire organization.

Throughout the course, you will learn the key terms and concepts of IT service management, the purpose and structure of FitSM standards, and the process framework that underpins the FitSM approach. You will also understand the requirements for adopting FitSM, enabling you to implement these standards efficiently within your organization.

### AUDIENCE PROFILE

Roles involved in managing and operating federated IT services.

### PREREQUISITES

FitSM Foundation course is suitable for individuals new to ITSM or those looking for a simplified approach to gaining knowledge of IT service management processes.

Basic Understanding of IT: Familiarity with basic IT concepts, such as IT infrastructure, services, and support, will help in understanding the IT service management principles covered in the course.

### COURSE OBJECTIVES

The learning objectives include a practical understanding of:

- The basic IT service management concepts and terms
- The purpose and structure of FitSM standards – plus their relationship to other standards
- The process framework underpinning FitSM
- The requirements defined in FitSM – enabling you to adopt implementation more quickly and efficiently

## COURSE CONTENT

### Module 1: Service and Service Management Concepts

- Understanding service and value
- Understanding (IT) service management
- Understanding customer and process orientation
- Understanding the basic requirements of ITSM implementations
- Understanding continual improvement
- Understanding the implications of implementing Service Management in a federated environment

### Module 2: Service management processes involved in Service Planning and Delivery

- Understanding the Service Portfolio Management Process
- Understanding the Service Level
- Understanding the Service Reporting Management Process

- Understanding the Service Availability & Continuity Management Process
- Understanding the Capacity Management Process
- Understanding the Information Security Management Process
- Understanding the Customer Relationship Management Process
- Understanding the Supplier Management Process

### Module 3: Service management processes involved in Service Operation and Control

- Understanding the Incident & Service Request Management Process
- Understanding the Problem Management Process
- Understanding the Configuration Management Process
- Understanding the Change Management Process
- Understanding the Release & Deployment Management Process

- Understanding the Continual Service Improvement Management Process

### Module 4: Key interfaces between Service management processes

- Understanding the key interfaces between Service Planning & Delivery Processes
- Understanding the key interfaces between Service Operation & Control Processes

### Module 5: Service Management and related standards and frameworks

- Understanding the purpose and approach of FitSM
- Understanding the landscape of standards and frameworks related to service management

## ASSOCIATED CERTIFICATIONS & EXAM

FitSM Foundation exam format:

- Exam duration: 30 minutes
- 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 out of 20) are required to pass the examination