

# AP -FSMOC

## FITSM ADVANCED SERVICE OPERATION & CONTROL (INCLUDING EXAM)



| DURATION | LEVEL    | TECHNOLOGY | DELIVERY METHOD | TRAINING CREDITS |
|----------|----------|------------|-----------------|------------------|
| 2 Days   | Advanced | FitSM      | Instructor Led  | None             |

### INTRODUCTION

This course provides a practical understanding of the FitSM framework, focusing on service planning and delivery within IT service management (ITSM). FitSM is a lightweight and efficient framework designed to help organizations implement streamlined, cost-effective service management processes.

In this course, you will explore advanced concepts such as incident and service Request management process, Problem management, Problem resolution, and Continual service management, all of which play a crucial role in maintaining the performance and stability of IT services. You will also learn best practices for managing service continuity, controlling service performance, and integrating feedback loops for continuous service improvement.

FitSM is designed for professionals who wish to be quickly recognized for having the competencies needed to implement effective ITSM processes – without delving into the intense detail of other frameworks.

While best practices lack some elements for standardisation, FitSM has been designed to implement auditable standards in these core processes, thus focusing on the essentials of IT service management.

### AUDIENCE PROFILE

The target audience for the FitSM Advanced SPD includes:

- Individuals who have already passed the FitSM Foundation exam.
- 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 the Expert level of the qualification and certification scheme

### PREREQUISITES

- The FitSM Foundation certificate is a pre-requisite.

### COURSE OBJECTIVES

The general aspects of implementing ITSM, the processes required to operate and control services effectively (according to the FitSM-1 standard), and important interfaces in a service management system.

The six processes related to service operation and control:

- Incident and service request management
- Problem management
- Configuration management
- Change management
- Release and deployment management
- Continual service improvement management

## COURSE CONTENT

### Module 1: Implementing the Incident & Service Request Management Process

- The objective, key concepts and requirements of the ISRM
- The inputs, key activities, outputs and interfaces of the ISRM process
- The typical roles involved in the ISRM process
- The most important practical implementation aspects of the ISRM process

### Module 2: Implementing the Problem Management Process

- Objective, key concepts and requirements of the PM Process
- Explain the inputs, key activities, outputs and interfaces of the PM process
- Typical roles involved in the PM process
- Understand the most important practical implementation aspects of the PM process

### Module 3: Implementing the Configuration Management Process

- Objective, key concepts and requirements of the CONFM Process
- Explain the inputs, key activities, outputs and interfaces of the CONFM process
- Typical roles involved in the CONFM process
- Understand the most important practical implementation aspects of the CONFM process

### Module 4: Implementing the Change Management Process

- Explain the objective, key concepts and requirements of the CHM process
- Explain the inputs, key activities, outputs and interfaces of the CHM process
- Explain the typical roles involved in the CHM process
- Understand the most important practical implementation aspects of the CHM process

### Module 5: Implementing the Release & Deployment Management Process

- Objective, key concepts and requirements of the RDM process
- Explain the inputs, key activities, outputs and interfaces of the RDM process
- Explain the typical roles involved in the RDM process
- Understand the most important practical implementation aspects of the RDM process

### Model 6: Implementing the Continual Service Improvement Management Process

- Objective, key concepts and requirements of the CSI process
- Inputs, key activities, outputs and interfaces of the CSI process
- Typical roles involved in the CSI process
- Understand the most important practical implementation aspects of the CSI process

## ASSOCIATED CERTIFICATIONS & EXAM

FitSM Advanced Service Planning & Delivery exam format:

- Exam duration: 60 minutes
- Closed book i.e. no aids are allowed
- 30 multiple-choice questions (four possible answers for each question, one correct answer per question)
- At least 70% correct answers (21 out of 30) are required to pass the examination