

AP-FSMPD

FITSM ADVANCED SERVICE PLANNING & DELIVERY (INCLUDING EXAM VOUCHER)



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, participants will learn how to plan, deliver, and manage IT services in line with FitSM principles. The course covers essential topics such as defining service requirements, resource management, and optimizing service delivery. By the end of the course, you will have the skills to apply FitSM concepts to improve your organization's service planning and delivery.

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 operation and control 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 learning objectives include a practical understanding of:

- Service Portfolio Management (SPM)
- Service Level Management (SLM)
- Service Reporting Management (SRM)
- Service Availability & Continuity Management (SACM)
- Capacity Management (CAPM)
- Information Security Management (ISM)
- Customer Relationship Management (CRM)
- Supplier Relationship Management (SUPPM)

COURSE CONTENT

Module 1: Implementing the Service Portfolio Management Process

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

Module 2: Implementing the Service Level Management Process

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

Module 3: Implementing the Service Reporting Management Process

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

Module 4: Implementing the Service Availability & Connuity Management Process

- Explain the objective, key concepts and requirements of the SACM process
- Explain the inputs, key activities, outputs and interfaces of the SACM process
- Explain the typical roles involved in the SACM process

- Understand the most important practical implementation aspects of the SACM process

Module 5: Implementing the Capacity Management Process

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

Module 6: Implementing the Information Security Management Process

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

Module 7: Implementing the Service Availability & Connuity Management Process

- Objective, key concepts and requirements of the SACM process
- Inputs, key activities, outputs and interfaces of the SACM process
- Typical roles involved in the SACM process
- Important practical implementation aspects of the SACM process

Module 8: Implementing the Capacity Management Process

- Objective, key concepts and requirements of the CAPM process
- Inputs, key activities, outputs and interfaces of the CAPM process
- Typical roles involved in the CAPM process
- Important practical implementation aspects of the CAPM process

Module 9: Implementing the Information Security Management Process

- Objective, key concepts and requirements of the ISM process
- Inputs, key activities, outputs and interfaces of the ISM process
- Typical roles involved in the ISM process
- Important practical implementation aspects of the ISM process

Module 10: Implementing the Customer Relationship Management Process

- Objective, key concepts and requirements of the CRM process
- Inputs, key activities, outputs and interfaces of the CRM process
- Typical roles involved in the CRM process
- Important practical implementation aspects of the CRM process

Module 11: Implementing the Supplier Management Process

- Objective, key concepts and requirements of the SUPPM process
- Inputs, key activities, outputs and interfaces of the SUPPM process
- Typical roles involved in the SUPPM process
- Important practical implementation aspects of the SUPPM 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