

# FitSM Individual Training Offer

*“A lightweight solution for IT Service Management”*

## What is FitSM?

FitSM is a pragmatic, lightweight and achievable standard for IT service management. It is modular and provides auditable requirements as well as practical ITSM implementation guidance through templates, samples, guides and a formal training and certification scheme.

## Freely Available Material

Every single part of the FitSM family is freely available to anyone. FitSM is released under a Creative Commons International License. Unlike current standards and frameworks on the market.

## Compatible with other ITSM standards

FitSM is fully compatible with other major ITSM standards and good practice frameworks. It can be used to complement or as an efficient way to start on ITSM, where other approaches are just too heavy.

## Training and Certification

Foundation, Advanced and Expert Level training on FitSM have been designed to be as efficient and focused as possible. Exams for achieving personal certification are available from TÜV SÜD and other certification authorities.

## Individual Training Prices

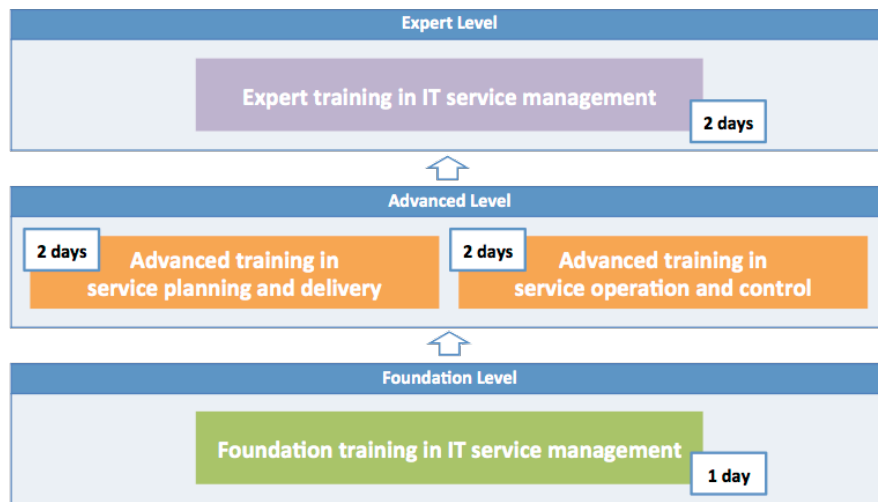
The following table presents the prices associated with each training course. Further information regarding the training scheme and course information by level is provided in the following sections.

Training module	Duration	Max. Participants	*Regular training base price per participant	Discounted training base price (EGI participants only)	†TÜV SÜD Examination fees per participant
<b>FitSM Foundation</b>	1 day	16	390 €	310 €	98,50 €
<b>FitSM Advanced</b> (SPD or SOC)	2 days	16	780 €	625 €	210,00 €
<b>FitSM Expert</b>	2 days	12	970 €	775 €	280,00 €

\* Prices include lunch, coffee breaks, room facilities, administration overhead, copies/print-outs

† Discounted TÜV SÜD examination fees per participant may apply (i.e. country location, students, academic institutions)

## Training Scheme<sup>‡</sup>



## Training Outputs

The outputs of the training are as follows:

- Exam results/scores (sent individually by e-mail)
- Printed TÜV SÜD certificates for those passing the exam with unique certificate license number
- Short follow-up package comprising:
  - General comments from the training course
  - Annotated slides from the training course

## Training Terms and Conditions

### Registration

All upcoming training events, including dates and locations, are available with registration links at: <http://go.egi.eu/fitsm-training-calendar> or alternatively, fill out the registration form (below) and give to the nearest EGI representative (e.g. conference Booth) or send to [training@egi.eu](mailto:training@egi.eu). Registrants will receive a confirmation of registration to establish a date received as the number of participants is limited per training and applications will be considered in the order they are received.

### Cancellation and Withdrawal

EGI.eu reserves the right to cancel any training event that has not met the specified minimum participant number or force majeure. In case of cancellation, EGI.eu will try to rebook registrants on another date and/or another venue by which the registrant can accept or refuse. Upon refusal, any paid fees will be returned. All trainings will be confirmed at least 30 days prior to the scheduled date.

The participant can cancel registration free of charge anytime prior to confirmation. After which, refunds will be reduced by 25% each week until the event. No refunds possible within 7 days of event.

### Fees

Any applicable training fees must be paid for place to be reserved.

### More Information

For further information on EGI.eu FitSM trainings terms and conditions visit:

<http://go.egi.eu/fitsm-training-tc> or contact [training@egi.eu](mailto:training@egi.eu).

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<sup>‡</sup> Need the foundation certificate to attend either advanced levels; both advanced level certificates to obtain expert

## FitSM Training Details by Level

	Foundation	Advanced (SPD/SOC)	Expert
<b>Duration</b>	8 hrs + 30 min (exam)	15 hrs + 60 min (exam) + 1.5 hrs pre-course self study	18 hours + 75 minute (exam) + 3 hrs of pre-course self study
<b>Target Audience</b>	All individuals involved in the provisioning of IT services.	<ul style="list-style-type: none"> <li>Individuals aiming to fulfil a coordinating role in the ITSM processes of IT services</li> <li>Candidates who wish to progress to expert level of the qualification and certification scheme                             <ul style="list-style-type: none"> <li>SPD focuses on processes related to service planning and delivery</li> <li>SOC focuses on processes related to the operation and control of IT services</li> </ul> </li> </ul>	Individuals aiming to fulfil the role of internal or external consultant or auditor in the topic area of IT service management (ITSM).
<b>Content</b>	<ul style="list-style-type: none"> <li>Basic IT service management concepts and terms (based on FitSM-0)</li> <li>Purpose and structure of FitSM standards and their relationship to other standards</li> <li>Process framework underlying FitSM</li> <li>Requirements defined in FitSM-1</li> </ul>	<ul style="list-style-type: none"> <li>Become familiar with the general aspects of implementing ITSM, the processes required to plan and deliver services effectively (according to the FitSM-1 standard), and important interfaces in a service management system.                             <ul style="list-style-type: none"> <li>SPD focuses on: Service portfolio, service level, service reporting, service availability and continuity, capacity, information security, customer and supplier relationship management.</li> <li>SOC focuses processes: Incident and service request, problem, configuration, change, release and deployment, and continual service improvement management</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>ITSM-related frameworks and standards</li> <li>Understanding the organisational context of implementing ITSM (federation structures and scope)</li> <li>Leadership and governance (top management responsibilities, governance practices, effective communication and organisational change management)</li> <li>Plan and implement ITSM (service management planning, service design and transition and effective documentation)</li> <li>Monitor, review and improve ITSM (capability &amp; maturity assessment, key performance indicators, managing an audit program and conducting audits)</li> </ul>
<b>Exam</b>	<ul style="list-style-type: none"> <li>30 minutes</li> <li>Closed book, i.e. no aids</li> <li>20 multiple choice questions (four possible answers, one correct)</li> <li>Min to pass 65% (13 of 20)</li> </ul>	<ul style="list-style-type: none"> <li>60 minutes</li> <li>Closed book, i.e. no aids</li> <li>30 multiple choice questions (four possible answers, one correct)</li> <li>Min to pass 70% (21 of 30)</li> </ul>	<ul style="list-style-type: none"> <li>75 minutes</li> <li>Closed book, i.e. no aids</li> <li>30 complex multiple choice questions (six possible answers, between one and six correct)</li> <li>Min to pass 75% (135 of 180)</li> </ul>
<b>Downloads</b>	The current version of the FitSM Foundation training slides, hand-outs, workbooks, etc. can be found here: <a href="http://www.fitsm.eu/fitsm-downloads">http://www.fitsm.eu/fitsm-downloads</a>		

# FitSM Training Registration Form

To register for an upcoming FitSM training event, please complete the following form and give to the nearest EGI representative (e.g. conference Booth) or send to [training@egi.eu](mailto:training@egi.eu).

## Training to attend

(see training calendar <http://go.egi.eu/fitsm-training-calendar>)

Level (FND; ADV-SPD; ADV-SOC; EXP): \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

## Participant Information

(\*required for the certificate)

\*Name: \_\_\_\_\_ \*Surname: \_\_\_\_\_

\*Gender (M/F): \_\_\_\_\_ \*Date of Birth (DD/MM/YYYY): \_\_\_\_\_

\*Place of Birth (City, Country): \_\_\_\_\_

\*Email (notification of exam results): \_\_\_\_\_

\*Organisation Name: \_\_\_\_\_

\*Address (location for certificates to be sent): \_\_\_\_\_

\*City: \_\_\_\_\_ \*Country: \_\_\_\_\_

Website: \_\_\_\_\_

\*Organisation Type (for potential exam discounts applicable through TÜV SÜD):

☐ Commercial

☐ Academic

☐ Non-Profit

☐ Governmental

☐ Other (please specify) \_\_\_\_\_

\*Organisation Location (for potential exam discounts applicable through TÜV SÜD):

City: \_\_\_\_\_ Country: \_\_\_\_\_

## How did you learn about the FitSM Training Opportunity?

☐ EGI Website

☐ Other Website (please specify) \_\_\_\_\_

☐ EGI Marketing Material

☐ Event/Conference (please specify) \_\_\_\_\_

☐ Friend/Colleague

☐ Search Engine

☐ Other (please specify) \_\_\_\_\_

## Payment Information

Bank: RABOBANK – Account Name: EGI.eu - IBAN: NL77RABO0147447496 - SWIFT/BIC CODE: RABONL2U

Description: TrainingType-TrainingDate-SurnameFirstInitial (e.g. FITSM-SPD-291015-SMITHD)