

# FitSM Organisation 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.

## In-House Training Prices

The following table presents the prices associated with each training course. Prices do not include support for trainer travel, accommodation and/or expenses. 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 course	Discounted training base price (EGI participants only)	§ TÜV SÜD Examination fees per participant
<b>FitSM Foundation</b>	1 day	16	1,450 €	1,160 €	98,50 €
<b>FitSM Advanced</b> (SPD or SOC)	2 days	16	2,900 €	2,320 €	210 €
<b>FitSM Expert</b>	2 days	12	3,600 €	2,900 €	280 €
<b>Package 1</b> (FND + 1 ADV)	3 days	16	3,700 €	2,950 €	308,50 €
<b>Package 2</b> (ADV-SPD + ADV-SOC)	4 days	16	4,900 €	3,950 €	420 €
<b>Package 3</b> (1 ADV + EXP)	4 days	16	5,500 €	4,450 €	490 €

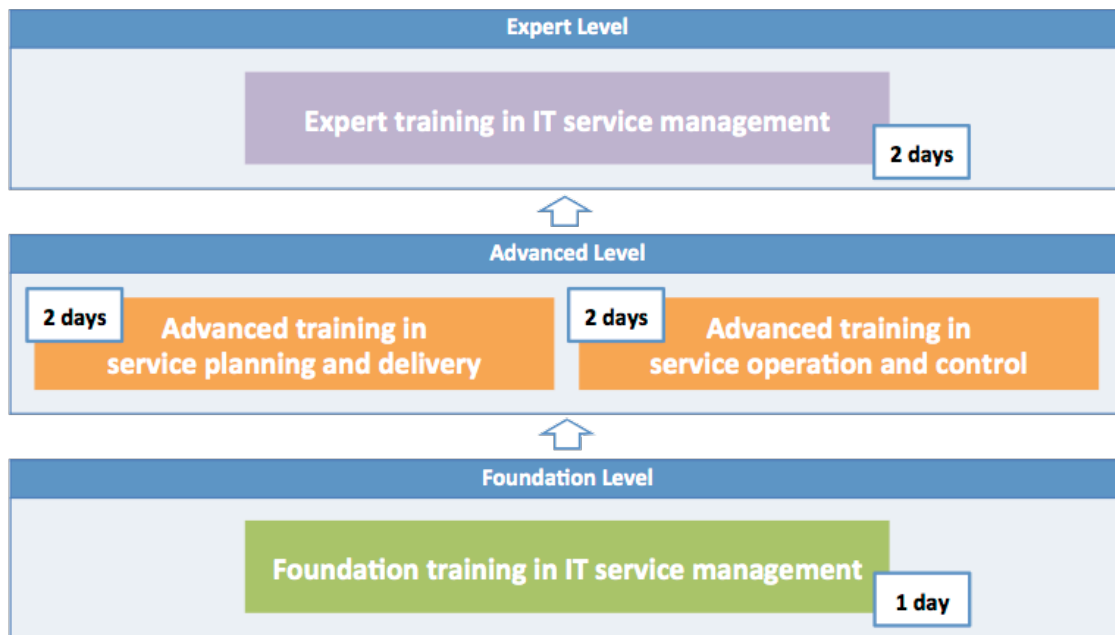
\* Packages are to be paid upfront and if not held together, to be scheduled within at least 6 months of each other

† If the number of exam participants is lower than 6, additional costs may be charged from TÜV for exam invigilation, which is otherwise included in the examination fees

‡ Prices include administration overhead, copies/print-out, but exclude VAT

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

## Training Scheme<sup>\*\*</sup>



## Training Material

Each training participant will receive during the training, but not limited to:

- Printed copy of the training slides
- Printed copy of FitSM-1: Requirements
- Participant feedback form (provided by TÜV SÜD)

## 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

<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 Request Form

All in-house trainings are organised upon request. 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).

## Request Type

- ☐ Foundation Training
- ☐ Advanced – Service Planning and Delivery Training
- ☐ Advanced – Service Operation and Control Training
- ☐ Expert Training
- ☐ Training Packages
- ☐ Consultancy

## Expected Number of Participants

- ☐ 1-5
- ☐ 6-10
- ☐ 11-Max

## Preferred Date/Location

Estimated Date/Period: \_\_\_\_\_

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

## Organisation Information

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

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

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

Organisation Type:

- ☐ Commercial ☐ Academic
- ☐ Non-Profit ☐ Governmental
- ☐ Other (please specify) \_\_\_\_\_

## Contact Information

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

Email: \_\_\_\_\_

Phone (optional): \_\_\_\_\_

## How did you learn about the EGI FitSM offer?

- ☐ EGI Website
- ☐ Other Website (please specify) \_\_\_\_\_
- ☐ EGI Marketing Material
- ☐ Event/Conference (please specify) \_\_\_\_\_
- ☐ Friend/Colleague
- ☐ Search Engine
- ☐ Other (please specify) \_\_\_\_\_