

FITSM[®] FOUNDATION

FITSM-F

Duration: 2 days; Instructor-led | Virtual Instructor-led

WHAT YOU WILL LEARN

IT Service Management has become a crucial component of most organizations today. It helps to streamline the activities of Information Technology into customer-facing services, which in turn improves the overall customer experience.

FitSM is a lightweight family of standards that aims to facilitate service management in IT service provision. It is designed to be easily recognized by professionals who possess the necessary competencies to implement effective ITSM processes. One of the advantages of FitSM is that it is less detailed and complex than other frameworks, making it easier to learn and apply in practice.

FitSM standards are auditable and focused on the core processes of IT Service Management. This means that they provide a standardized approach to managing IT services while still maintaining flexibility to adapt to different organizational needs. By implementing FitSM, organizations can achieve higher levels of efficiency, improve service quality, and enhance customer satisfaction.

While Best Practices in IT Service Management lack some elements of standardization, FitSM has been designed to address this issue by providing auditable standards in core processes. This makes it an ideal choice for organizations that want to focus on the essentials of IT Service Management without getting bogged down in complex frameworks.

COURSE APPROACH

Through this FitSM Foundation training, participants will gain insight into the basic IT service management concepts and terms, the purpose and structure of FitSM standards and their relationship to other standards, and understand the process framework underlying FitSM and requirements defined within it. Above all, the FitSM Foundation training course also explains how to benefits from this lean IT Service Management standard.

An interactive approach is used combining lecture, discussion and handouts to prepare participants for the FitSM Foundation certification exam.

AUDIENCE

Roles involved in managing and operating federated IT services.

PREREQUISITES

No prerequisite.

COURSE OBJECTIVES

At the end of this course, participants will learn:

- 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 participants to adopt implementation more quickly and efficiently.

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentations, discussions, and practical exercises.

COURSE CONTENTS

Module 1: Introduction

- Shift left & digital transformation
- Influence of Lean, Agile, DevOps on IT Service Management
- Impact of Lean, Agile, DevOps on the organization
- ITIL history and ITIL 4

Module 2: Introduction to Lean IT

- Lean in general
- The Customer dimension
- The Process dimension
- The Performance dimension
- The Organization dimension
- The Behaviour & Attitude dimension
- Kaizen

Module 3: Introduction to Agile and Scrum

- Agile
- The SCRUM framework
- How to plan
- Team roles

Module 4: Introduction to DevOps

- DevOps Evolution
- Benefits of DevOps

- DevOps Principles
- Roles & skills
- Teams & Team Culture
- Organizational model
- DevOps & Architecture
- Continuous Delivery & Automation
- Modern Infrastructure & Cloud
- Modern Operations

Module 5: Introduction to ITIL 4

- Key Concept
- Key components

Module 6: Free IT Service Management Introduction

- IT Service Management: Introduction, Terms & Concepts
- The FitSM Standards Family
- IT Service Management – General Aspects

Module 7: IT Service Management – Processes

- Service Portfolio Management
- Service Level Management
- Service Reporting Management
- Service Availability & Continuity Management
- Capacity Management
- Information Security Management
- Customer Relationship Management
- Supplier Relationship Management
- Incident & Service Request Management
- Problem Management
- Configuration Management
- Change Management
- Release & Deployment Management
- Continual Service Improvement Management

Module 8: Benefits, Risks & Challenges of Implementing IT Service Management

- Related Standards & Frameworks