Foundation training in federated IT Service Management according to FitSM-1:2013

Thursday, 19 September 2013 14:00 (1h 30m)

Description of Work

This training session will be the pilot training for foundation level training in service management offered by the FedSM project. It will provide interested parties (including FedSM client organisations) with professional training in service management.

The foundation training introduces ITSM concepts and conceptual models such as a process-orientated approach and introduces key processes for managing IT services. This content is compatible with major ITSM approaches such as the ISO/IEC 20000 standard and the ITIl best practice framework. The course also introduces some aspects of ITSM specific to federated environments and therefore of interest to the EGI community.

The course will run on one afternoon and the following morning, and conclude with a short online exam for all participants. Successfully passing the exam will grant a Foundation Certificate in Service Management for Federated IT Infrastructures, provided by the internationally recognised standards organisation TÜV SÜD.

Wider Impact of this Work

The training course will give concrete knowledge of ITSM to members of the EGI community. This will form part of the ongoing effort through FedSM and internal initiatives to improve the level of ITSM in the European Grid community.

This pilot training will also be used to refine the training course before it is rolled out to other members of the EGI community, which will be needed in order to provide operations staff within EGI with the skills needed to manage their services more professionally.

Session, double-session

Two half-days

Printable Summary

This foundation training course in federated IT Service Management introduces the fundamentals of service management and some of the specific challenges faced when managing IT services across complex and federated communities.

The training is carried out across one afternoon and the following morning, and culminates in a short exam. Successfully passing the exam will grant participants a Foundation Certificate in Service Management for Federated IT Infrastructures, provided by the internationally recognised standards organisation TÜV SÜD.

The course is structured around the FitSM-1:2013 standard (see www.fedsm.eu/fitsm for details), which is compatible with ITIL and ISO/IEC 20000. The FitSM standard and the training course are produced and run by the FedSM project, which is funded by the EC to bring improved service management to several infrastructures, including EGI.

Places for this session are limited and must be reserved in advance, contact training@fedsm.eu for details.

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