

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

*Thursday, 22 May 2014 11:00 (1h 30m)*

This foundation training course in federated IT Service Management provides training in the fundamentals of service management and introduces 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](http://www.fedsm.eu/fitsm) for details), which is compatible with ITIL and ISO/IEC 20000 but is tailored to work in federated environments such as Grids and federated clouds. 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 must be reserved, contact [training@fedsm.eu](mailto:training@fedsm.eu) for details.

### Wider impact and conclusions

This session continues the development of understanding and capacities in service management for the EGI community. Following a successful training at the EGI TF2013 this course is open to a broader range of EGI community members.

### URL(s) for further info

[www.fedsm.eu/training](http://www.fedsm.eu/training)

### Description of work

This training session will provide interested parties with professional training in service management. This will be of particular interest to EGI community members participating in 'global tasks' which will be increasing subject to the requirements of FitSM-1:2013.

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.

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

**Track Classification:** Open innovation, policies and business models (Track Leaders: S. Andreozzi, W. Los)