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How FitSM can support managing service portfolios

Wednesday, 6 April 2016 14:00 (30 minutes)

This talk introduces the FitSM standard for lightweight IT Service Management, outlines how it is relevant to the needs of the research community and describes the framework based on industry best practices for describing and managing services in an effective manner. After a general overview, the presentation dives into the Service Portfolio Management process explaining its key elements. This talk will include examples from real-world use as well as on the standards framework itself.

FitSM is already in use by universities, research centres and by Research Infrastructures including EGI. It is well-positioned to not only support the ongoing efforts between the e-Infrastructures for a joint service catalogue, but also to support the different phases of managing services from planning to delivery and operation.

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