

# **FitSM Foundation Training - Remote - 7-8 October 2020 (DIAMOND)**

## **Report of Contributions**

Contribution ID: 1

Type: **not specified**

## Log in, set up, round table

*Wednesday, 7 October 2020 09:15 (15 minutes)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 2

Type: **not specified**

## **Service and service management: Introduction, terms and concepts**

*Wednesday, 7 October 2020 09:30 (1 hour)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 3

Type: **not specified**

## **The FitSM standard series & Service management – General aspects, Exam questions**

*Wednesday, 7 October 2020 10:45 (1h 15m)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 4

Type: **not specified**

## **Service management –Processes: SPM, SLM, SRM**

*Wednesday, 7 October 2020 13:00 (1h 15m)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 5

Type: **not specified**

## **Service management –Processes: SACM, CAPM, ISM, Exam questions**

*Wednesday, 7 October 2020 14:30 (1h 15m)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 6

Type: **not specified**

## **Service management –Processes: CRM, SUPPM. Wrap up for the day**

*Wednesday, 7 October 2020 16:00 (45 minutes)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 7

Type: **not specified**

## **Additional discussion / backup time**

*Wednesday, 7 October 2020 16:45 (15 minutes)*

**Presenter:** APPLETON, Owen (EGL.eu)



Contribution ID: 8

Type: **not specified**

## Log in, set up

*Thursday, 8 October 2020 08:50 (10 minutes)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 9

Type: **not specified**

## **Service management –Processes: ISRM, PM, CONFM**

*Thursday, 8 October 2020 09:00 (1 hour)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: **10**

Type: **not specified**

## **Service management –Processes: CHM, RDM, CSI, Exam questions**

*Thursday, 8 October 2020 10:15 (1 hour)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: 11

Type: **not specified**

## **Benefits, Risks & Challenges of Implementing ITSM, Related standards and frameworks, Exam prep**

*Thursday, 8 October 2020 11:30 (1 hour)*

**Presenter:** APPLETON, Owen (EGL.eu)

Contribution ID: **12**

Type: **not specified**

## Exam

*Thursday, 8 October 2020 13:00 (1 hour)*

**Presenter:** APPLETON, Owen (EGL.eu)