FitSM Foundation Training - Remote - 14-15 October 2020 (DIAMOND)

Report of Contributions

Contribution ID: **1** Type: **not specified**

Log in, set up, round table

Wednesday, 14 October 2020 09:15 (15 minutes)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **2** Type: **not specified**

Service and service management: Introduction, terms and concepts

Wednesday, 14 October 2020 09:30 (1 hour)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **3**   Type: **not specified**

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

Wednesday, 14 October 2020 10:45 (1h 15m)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: 4   Type: **not specified**

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

Wednesday, 14 October 2020 13:00 (1h 15m)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **5** Type: **not specified**

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

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

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **6**   Type: **not specified**

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

Wednesday, 14 October 2020 16:00 (45 minutes)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **7** Type: **not specified**

Additional discussion / backup time

Wednesday, 14 October 2020 16:45 (15 minutes)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **8** Type: **not specified**

Log in, set up

Thursday, 15 October 2020 08:50 (10 minutes)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **9**   Type: **not specified**

Service management –Processes: ISRM, PM, CONFM

Thursday, 15 October 2020 09:00 (1 hour)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **10**   Type: **not specified**

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

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

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **11** Type: **not specified**

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

Thursday, 15 October 2020 11:30 (1 hour)

Presenter: APPLETON, Owen (EGI.eu)

Contribution ID: **12** Type: **not specified**

Exam

Thursday, 15 October 2020 13:00 (1 hour)

Presenter: APPLETON, Owen (EGI.eu)