

**FitSM Foundation Training -
Remote - 24-25 Feb 2021 -
EOSC Community**

Report of Contributions

Contribution ID: 1

Type: **not specified**

Log in, set up, round table

Wednesday, 24 February 2021 08:15 (15 minutes)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 2

Type: **not specified**

Service and service management: Introduction, terms and concepts

Wednesday, 24 February 2021 08:30 (1 hour)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 3

Type: **not specified**

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

Wednesday, 24 February 2021 09:45 (1h 15m)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 4

Type: **not specified**

Service management –Processes: SPM, SLM, SRM

Wednesday, 24 February 2021 12:00 (1h 15m)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 5

Type: **not specified**

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

Wednesday, 24 February 2021 13:30 (1h 15m)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 6

Type: **not specified**

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

Wednesday, 24 February 2021 15:00 (45 minutes)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 7

Type: **not specified**

Additional discussion / backup time

Wednesday, 24 February 2021 15:45 (15 minutes)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: **8**

Type: **not specified**

Log in, set up

Thursday, 25 February 2021 07:50 (10 minutes)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 9

Type: **not specified**

Service management –Processes: ISRM, PM, CONFM

Thursday, 25 February 2021 08:00 (1 hour)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: **10**

Type: **not specified**

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

Thursday, 25 February 2021 09:15 (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, 25 February 2021 10:30 (1 hour)

Presenter: APPLETON, Owen (EGL.eu)

Contribution ID: 12

Type: **not specified**

Exam

Thursday, 25 February 2021 12:00 (1 hour)

Presenter: APPLETON, Owen (EGL.eu)