EGI Conference 2022

Monday, 19 September 2022

<u>Training: FitSM Foundation - a pragmatic standard for IT Service Management: Part 1</u> - Ruby III (11:00 - 18:00)

　-**Conveners: Sy Holsinger**

time	[id] title	presenter
11:00	[138] Intro to ITSM and FitSM Standard incl. General Aspects and Requirements	
12:20	Brief Break	
12:30	[139] Service Management Processes: Service Portfolio Management (SPM), Service Level Management (SLM)	
13:00	Lunch	
14:00	[140] Service Management Processes: Service Reporting (SRM), Service Availability and Continuity (SACM), Capacity (CAPM), Information Security (ISM), Customer (CRM) and Supplier Relationship Management (SUPPM)	
15:20	Coffee Break	
15:40	[141] Service management Processes: Incident and Service Request (ISRM), Problem (PM), Configuration (CONFM), Change (CHM), Release and Deployment Management (RDM)	
17:00	Coffee Break	
17:20	[142] Continual Service Improvement (CSI), Benefits/Risks/Challenges of implementing ITSM, and Related standards/frameworks	

Tuesday, 20 September 2022

Training: FitSM Foundation - a pragmatic standard for IT Service Management: Part 2 - Ruby III (09:00 - 11:00)

-Conveners: Sy Holsinger

time	[id] title	presenter
09:00	[143] Exam Prep / Training Wrap-up / Discussion	
09:50	Brief Break	
10:00	[144] Exam setup / log-in	
10:15	[145] Exam	

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