

EGI Conference 2022

Monday, September 19, 2022

Training: FitSM Foundation - a pragmatic standard for IT Service Management: Part 1 - Ruby III (11:00 AM - 6:00 PM)

-Conveners: Sy Holsinger

time	[id] title	presenter
11:00 AM	[138] Intro to ITSM and FitSM Standard incl. General Aspects and Requirements	
12:20 PM	Brief Break	
12:30 PM	[139] Service Management Processes: Service Portfolio Management (SPM), Service Level Management (SLM)	
1:00 PM	Lunch	
2:00 PM	[140] Service Management Processes: Service Reporting (SRM), Service Availability and Continuity (SACM), Capacity (CAPM), Information Security (ISM), Customer (CRM) and Supplier Relationship Management (SUPPM)	
3:20 PM	Coffee Break	
3:40 PM	[141] Service management Processes: Incident and Service Request (ISRM), Problem (PM), Configuration (CONFM), Change (CHM), Release and Deployment Management (RDM)	
5:00 PM	Coffee Break	
5:20 PM	[142] Continual Service Improvement (CSI), Benefits/Risks/Challenges of implementing ITSM, and Related standards/frameworks	

Tuesday, September 20, 2022

Training: FitSM Foundation - a pragmatic standard for IT Service Management: Part 2 - Ruby III (9:00 AM - 11:00 AM)

-Conveners: Sy Holsinger

time	[id] title	presenter
9:00 AM	[143] Exam Prep / Training Wrap-up / Discussion	
9:50 AM	Brief Break	
10:00 AM	[144] Exam setup / log-in	
10:15 AM	[145] Exam	