

FitSM Foundation Training - Internal Training

Report of Contributions

Contribution ID: 1

Type: **not specified**

Getting Settled-In

Wednesday, 4 September 2024 09:00 (15 minutes)

Contribution ID: 2

Type: **not specified**

Intro to ITSM and FitSM Standard

Wednesday, 4 September 2024 09:15 (45 minutes)

- Service and service management: Introduction, terms and concepts
- The FitSM standard series & Service management –General aspects
- Selected sample exam questions

Contribution ID: 3

Type: **not specified**

Service Management Processes - SPM, SLM, SRM, SACM, CAPM

Wednesday, 4 September 2024 10:15 (1h 15m)

- Service management –Processes: Service Portfolio, Service Level, Service Reporting Management, Service Availability and Continuity, Capacity
- Selected sample exam questions

Contribution ID: 4

Type: **not specified**

Service management Processes: ISM, CRM, SUPPM, ISRM, PM

Wednesday, 4 September 2024 11:45 (1h 15m)

- Service management –Processes: Information Security Management, Customer Relationship, Supplier, Incident and Service Request, Problem Management
- Selected sample exam questions

Contribution ID: 5

Type: **not specified**

ITSM Implementation and related standards/frameworks

Wednesday, 4 September 2024 15:30 (1h 15m)

- Benefits, Risks & Challenges of Implementing ITSM
- Related standards and frameworks
- Sample exam & exam preparation

Contribution ID: 6

Type: **not specified**

Exam

Wednesday, 4 September 2024 17:00 (1 hour)

Contribution ID: **10**

Type: **not specified**

Service management –Processes: CONFM, CHM, RDM, CSI

Wednesday, 4 September 2024 14:00 (1h 15m)

- Configuration, Change, Release and Deployment Management, Continual Service Improvement
- Sample exam & exam preparation