

# **FitSM Foundation Training - SURF**

## **Report of Contributions**

Contribution ID: 1

Type: **not specified**

# Getting Settled-In

Contribution ID: 2

Type: **not specified**

## Intro to ITSM and FitSM Standard

*Thursday, 28 November 2024 09:00 (1h 30m)*

- 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, ISM, CRM, SUPPM**

*Thursday, 28 November 2024 10:45 (1h 45m)*

- Service management –Processes: Service Portfolio, Service Level, Service Reporting Management, Service Availability and Continuity, Capacity, Information Security, Customer and Supplier Relationship Management
- Selected sample exam questions

Contribution ID: 4

Type: **not specified**

## **Service management Processes: ISRM, PM, CONFM, CHM, RDM**

*Thursday, 28 November 2024 13:30 (1h 30m)*

- Service management –Processes: Incident and Service Request, Problem, Configuration, Change, Release and Deployment Management
- Selected sample exam questions

Contribution ID: 5

Type: **not specified**

## **ITSM Implementation and related standards/frameworks**

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

Contribution ID: 6

Type: **not specified**

## Exam

*Thursday, 28 November 2024 16:30 (1 hour)*

Contribution ID: **10**

Type: **not specified**

## **Service management –Processes: CSI and other**

*Thursday, 28 November 2024 15:15 (1 hour)*

- Continual Service Improvement, Benefits, Risk and Challenges of Implementing ITSM, Relates Standards and Frameworks
- Sample exam & exam preparation