



# FitSM® Foundation

## Course Information

**Certification:** FitSM Foundation  
**Duration:** 2 days  
**Domain:** IT Service Management  
**Delivery Method:** Classroom/Virtual

**Accreditor:** APMG  
**Available Course Languages:** English, French, Dutch  
**Available Exam languages:** English, French

### What is FitSM?

A compact set of standards for IT service management suitable for IT service providers of any type and scale. FitSM was developed on the main design principle: *Keep it simple!*

### European Origin

In 2012, the European Commission identified a need for infrastructure providers to increase professional service delivery. The FedSM project was aimed at formalising IT Service Management (ITSM) and introducing industry-standards-based ITSM processes in Federated e-Infrastructures. The team working on the project realised there was a gap in the market for a condensed approach to IT service management and, as a by-product of the project, created the **FitSM standard**.

### Course Description:

The FitSM v3.0 Foundation course introduces participants to the essential concepts, principles, and practices of lightweight IT Service Management (ITSM). This foundational certification course is designed to provide a clear understanding of service and service management concepts, key processes, and the benefits of a structured yet flexible approach to managing IT services. FitSM emphasizes simplicity and adaptability, making it ideal for organizations looking to improve ITSM practices without overwhelming complexity.

At the end of this course, participants will

- Understand the relationship between service, service quality, and service value.
- Explore the key principles of IT Service Management, including customer orientation, process alignment, and the role of continual improvement.
- Gain insights of processes involved in the area of **Service Operation and Control**:

- Incident & Service Request Management, Problem Management, Configuration Management, Change Management, Release and Deployment Management, Continual Service Improvement Management.
- Gain insights of processes involved in the area of **Service Planning and Delivery**:
  - Service Portfolio Management, Service Level Management, Service Reporting, Service Availability & Continuity, Capacity Management, Information Security Management, Customer Relationship Management and Supplier management.
- Learn about the challenges and benefits of implementing ITSM in federated environments.
- Familiarize themselves with FitSM's alignment to standards and frameworks like ISO/IEC 20000, ITIL®, and ISO/IEC 27000.
- Achieve the **Foundation Certificate in IT Service Management according to FitSM**

### **Audience:**

The FitSM® Foundation course fundamentally targets the participants in the IT and business domains who wish to take first steps in service management and wish to learn about FitSM. FitSM® training and certification is designed for all professionals involved in the provision and delivery of IT services.

This course and the related certification can be beneficial for the following roles:

- |                           |                                   |
|---------------------------|-----------------------------------|
| ● IT Support Staff        | ● IT Developers                   |
| ● IT Consultants          | ● Service Providers               |
| ● Business Managers       | ● System Integrators              |
| ● Business Process Owners | ● Anyone working in a Devops team |

### **Learning Objectives:**

### **Prerequisites:**

No formal prerequisites; however, a basic understanding of IT service delivery and management is beneficial.

This course is an excellent stepping stone for those looking to develop foundational ITSM knowledge and pursue advanced FitSM certifications or align with industry standards and frameworks.

### **Course Materials:**

The FitSM® Foundation course includes the following course components:

- Course Slides
- FitSM Standard
- Practice Questions

**Exam and Certification:** The course culminates in an exam with questions covering all syllabus topics. Successful candidates will receive the FitSM Foundation certification, a globally recognized credential for ITSM proficiency.

### The FitSM certification scheme

The FitSM certification scheme has three levels:

- The **Foundation** level, where candidates who pass the exam have demonstrated they have a fundamental knowledge of FitSM.
- In the **Advanced** level, dual certification is possible in the areas of **Service Planning & Delivery (SPD)** and **Service Operation & Control (SOC)**, which confirm the holder's in-depth knowledge of these areas.
- The **Expert** level is the final graduation of the FitSM qualification.



## Course Agenda:

Day1	Day2
ITSM: Introduction, Terms & Concepts	IT Service Management – Processes
The FitSM Approach & Standards Family	Benefits, Risks & Challenges of Implementing IT Service Management
IT Service Management – General Aspects	Related Standards & Frameworks
IT Service Management – Processes	Exam Preparation Guide/ Mock Exam
	Exam in the afternoon

## Course Outline:

### Module 1: ITSM: Introduction, Terms & Concepts

- The need for ITSM
- Service and value
- What is a service?
- What is value?
- Organisational structure vs. process
- Most important elements of a process
- Service management system (SMS): Overview
- Service management system (SMS): Key terms: service management system, policy, activity, procedure
- Service management system (SMS): Key roles: process owner, process manager, process staff

### Module 2: The FitSM Approach & Standards Family

- What is FitSM?
- The FitSM approach
- ITSM Principles
- FitSM parts
- FitSM process model
- Grouping of the FitSM processes: Plan & Deliver and Operate & Control
- FitSM-0: "Overview & vocabulary"
- FitSM-1: "Requirements"

### Module 3: IT Service Management – General Aspects

- Overview
- Top management
- PDCA applied to the SMS: Key concepts

#### **Module 4: IT Service Management – Processes**

Important terms, requirements according to FitSM-1 and key concepts of the following processes:

- Service Portfolio Management (SPM):
- Service Level Management (SLM):
- Service Reporting Management (SRM):
- Service Availability & Continuity Management (SACM)
- Capacity Management (CAPM)
- Information Security Management (ISM)
- Customer Relationship Management (CRM)
- Supplier Relationship Management (SUPPM)
- Incident & Service Request Management (ISRM)
- Problem Management (PM)
- Configuration Management (CONFM)
- Change Management (CHM)
- Release & Deployment Management (RDM)
- Continual Service Improvement Management (CSI)

#### **Module 5: Benefits, Risks & Challenges of Implementing IT Service Management**

- ITSM: Benefits and risks in practice
- Federated IT service provisioning
- Federated IT service provisioning: Comparison with non-federated IT service provisioning

#### **Module 6: Related Standards & Frameworks**

- ITIL, ISO/IEC 20000 and ISO/IEC 27000

## Exam Information

### Exam Facts

Delivery	Online (Web based), in class at the end of day 2
Format	Closed book
Proctoring	Proctored
Duration	30 minutes
# of questions	20, multiple choice (1 mark per question)
Pass Grade	65% (13 of 20)

## **Exam Prerequisites**

- There are no formal prerequisites. It is recommended that the participant has obtained training through an accredited course.

## **Exam Location**

- Exam can be conducted on the second day of the course in the classroom, or the participants can take the online exam later.

## **Relevant trademarks**

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