



Standards for lightweight IT service management

What is FitSM?

FitSM is a pragmatic, lightweight and achievable standard for IT service management. It is modular and provides auditable requirements as well as practical ITSM implementation guidance through templates, samples, guides, maturity assessment and a formal training and certification scheme.

Unlike competing frameworks and standards, all parts of the FitSM family are freely available. FitSM is released under a Creative Commons International License.

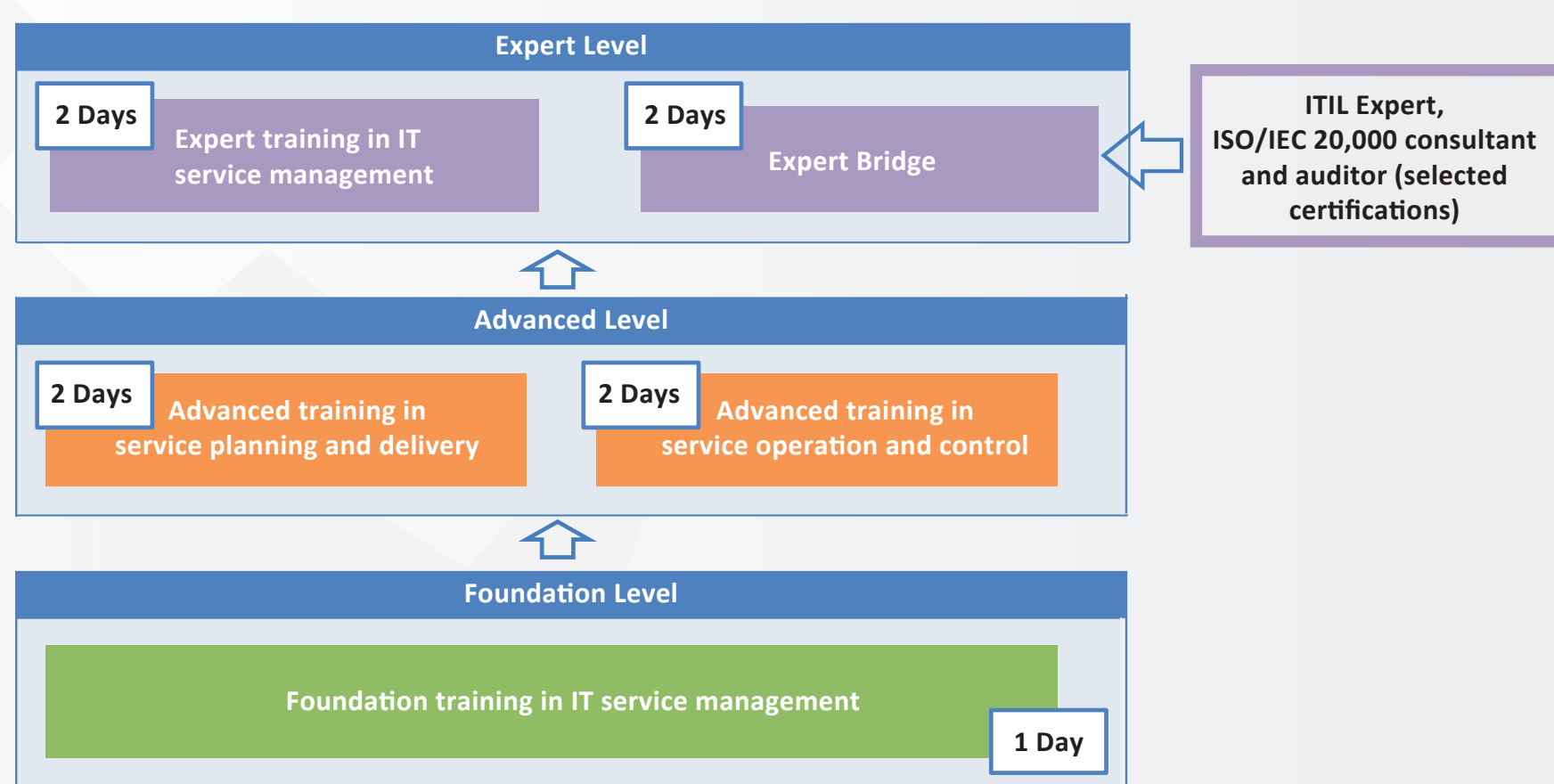


The FitSM training scheme

A structured training scheme supports FitSM, with examination and certification provided by TÜV SÜD, a leading certification organisation. Three levels and five total courses make up the scheme. In addition, there is a bridge exam for those holding ITIL expert or selected ISO/IEC 20,000 consultant and auditor certifications to transfer directly to the FitSM expert level.



Examination Institute



Benefits of IT Service Management

Repeatability: Services and processes operate the same way time after time.

Quality: Repeatable processes can be monitored and optimized to increase quality.

Demonstrability: Following a standard allows quality to be audited and demonstrated to others.

Compatibility: Managed services can be combined with other services by customers, or in federated provision scenarios.

Professionalism: Formally managed services appear more professional to customers.

FitSM management and contacts

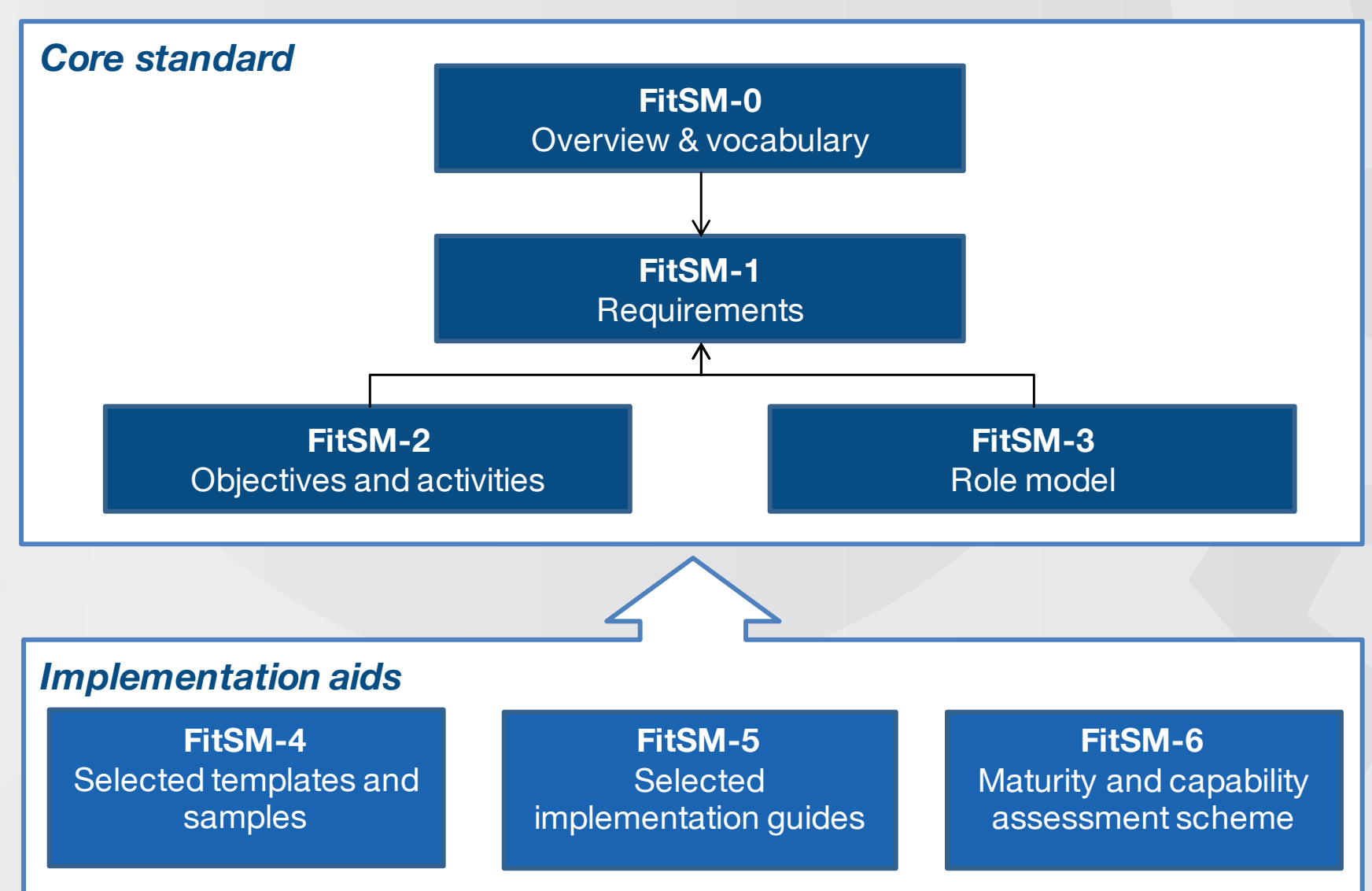
FitSM was initially developed through a project funded by the European Commission 7th Framework Programme. FitSM is operated by ITEMO e.V, a non-profit organisation that manages standards related to IT education.

Enquiries can be directed to info@fitsm.itemo.org and a list of trainers can be found via <http://fitsm.itemo.org/training-organisations>.



The FitSM standards Family

The FitSM family is made up of seven parts. Parts 0-3 are the core standard, including terms and definitions, requirements, objectives, activities and roles. Parts 4-6 include additional practical assistance for implementing FitSM, through providing templates, guides, samples and tools.



The FitSM process model

FitSM is divided into 14 processes, which break down the elements of IT Service Management into logical units. The FitSM process model comprises:

1. Service portfolio management (SPM)
2. Service level management (SLM)
3. Service reporting management (SRM)
4. Service availability & continuity management (SACM)
5. Capacity management (CAPM)
6. Information security management (ISM)
7. Customer relationship management (CRM)
8. Supplier relationship management (SUPPM)
9. Incident & service request management (ISRM)
10. Problem management (PM)
11. Configuration management (CONFM)
12. Change management (CHM)
13. Release & deployment management (RDM)
14. Continual service improvement management (CSI)

These processes cover six broad areas of activity and are divided between the two Advanced level training courses.

