

# FitSM® Advanced Service Operation & Control



**CATEGORY**  
IT Service Management



**LEVEL**  
Advanced



**DURATION**  
2 days

## COURSE DELIVERY

Classroom or virtual Classroom

## TARGET AUDIENCE

- Individuals aiming to fulfil a coordinating role in the ITSM processes related to the operation and control of IT services.
- Candidates who wish to progress to expert level of the qualification and certification scheme.

## PREREQUISITES

Must hold FitSM Foundation Certificate.

## EXAM INFO

- 30 multiple-choice questions, closed book
- 70% pass mark (21/30)
- 60 minutes duration
- Closed book

## CERTIFICATE

FitSM® Advanced Service Operation & Control

## EXAM BODY

APMG

## COURSE DESCRIPTION

FitSM Advanced Service Operation and Control (SOC) is a training course designed for professionals who want to enhance their skills in managing and controlling service operations in an IT service management environment. The course focuses on providing learners with a comprehensive understanding of the key concepts, principles, and practices of service operation and control.

Through this course, learners will gain knowledge and skills in service operation processes such as incident management, problem management, request fulfillment, event management, and access management. They will also learn how to measure, monitor, and report on service performance, manage service-level agreements (SLAs), and ensure compliance with relevant regulations and standards.

## COURSE APPROACH

FitSM® Advanced SOC is an interactive course that combines theoretical knowledge with practical exercises, case studies, and group discussions. The course is designed to equip learners with the necessary skills and knowledge to effectively manage and control service operations in an IT service management environment.

## COURSE AND LEARNING OBJECTIVES

At the end of this course, participants will:

- Understand the key concepts and principles of service operation processes, including incident management, problem management, request fulfillment, event management, and access management.
- Gain knowledge and skills in measuring, monitoring, and reporting service performance, including the management of service-level agreements (SLAs) and service level objectives (SLOs).
- Develop an understanding of the importance of compliance management in IT service management, including compliance with relevant regulations and standards such as ITIL, ISO 20000, and COBIT.

# FitSM® Advanced Service Operation & Control



## RELATED TRAINING

- FitSM® Foundation
- FitSM® Advanced Service Planning & Delivery
- FitSM® Expert
- AgilePM® Foundation
- AgilePM® Practitioner
- Agile Scrum Foundation
- Agile Scrum Master
- Agile Scrum Product Owner
- Agile Change Agent
- EXIN Kanban Foundation
- SIAM™ Service Integration & Management Foundation
- P3.Express Practitioner

## EDUCATION SOLUTIONS

[www.MindMagine.com/education-solutions/](http://www.MindMagine.com/education-solutions/)



- Acquire practical skills in managing and controlling service operations, including incident management, problem management, request fulfillment, event management, and access management.
- Learn how to collaborate effectively with stakeholders, manage resources, and optimize service performance to meet organizational goals and objectives.
- Gain insights into best practices for managing and controlling service operations in an IT service management environment.
- Understand the role of service operation and control in delivering high-quality IT services that meet customer needs and expectations.

By achieving these learning objectives, learners will be better equipped to manage and control service operations effectively, improve service quality and efficiency, and ensure compliance with relevant regulations and standards. They will also be better prepared to collaborate with stakeholders, manage resources, and optimize service performance to meet organizational goals and objectives.

## COURSE STUDENT MATERIAL

Student will receive a FitSM Advanced Service Operation and Control (SOC) classroom workbook containing all of the presentation materials, course notes and sample exams.

*FitSM® is a registered trademark of ITEMO e.V.*

*ITIL®, PRINCE2® and PRINCE2 Agile® are Registered Trademarks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*



Please Recycle

# FitSM® Advanced Service Operation & Control



## EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

[www.MindMagine.com/education-solutions/](http://www.MindMagine.com/education-solutions/)



© Copyright 2023, MindMagine Asia Sdn. Bhd. All rights reserved. No part of this publication may be reproduced, transferred and/or shown to third parties without prior written consent of MindMagine.

## CONCEPTS COVERED

### 1. *FitSM Foundation Wrap-Up & ITSM Basics*

- What is a service?
- IT service management
- Service management system (SMS)
- Policies and processes
- Activities and procedures
- What is a process?
- What is FitSM?
- FitSM parts
- FitSM logic
- FitSM: ITSM process framework
- Related standards and frameworks
- ITSM: Benefits and risks in practice
- Challenges in federated IT infrastructures

### 2. *Selected general aspects of establishing a service management system (SMS)*

- Top management responsibility
  - Commitment and leadership
  - Governance and policies
- Documentation
  - Documents and records
  - Document control
- Defining the scope of service management
- The PDCA cycle applied to the SMS
  - Planning service management (PLAN)
  - Implementing service management (DO)
  - Monitoring and reviewing service management (CHECK)
  - Continually improving service management (ACT)

### 3. *ITSM processes for the operation and control of services*

- Incident & service request management (ISRM)
- Problem management (PM)
- Configuration management (CONFM)
- Change management (CHM)
- Release & deployment management (RDM)
- Continual service improvement management (CSI)

### 4. *ITSM process interfaces and dependencies*

- Service Operation & Control: Overview of key process interfaces

FitSM® is a registered trademark of ITEMO e.V.

ITIL®, PRINCE2® and PRINCE2 Agile® are Registered Trademarks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved. The Swirl logo™ is a trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.



Please Recycle