

FitSM® Expert



CATEGORY
IT Service Management



LEVEL
Expert



DURATION
2 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

Individuals aiming to fulfil the role of internal or external consultant or auditor in the topic area of IT service management (ITSM).

PREREQUISITES

Must hold both FitSM Advanced Certificates in Service Planning and Delivery (SPD) and Service Operations and Control (SOC).

EXAM INFO

- 40 multiple-choice questions, closed book
- 75% pass mark (30/40)
- 75 minutes duration
- Closed book

CERTIFICATE

FitSM® Expert

EXAM BODY

APMG

COURSE DESCRIPTION

FitSM® Expert is an advanced-level training program designed for IT professionals who want to deepen their knowledge and expertise in IT service management. The course focuses on providing learners with an in-depth understanding of the key concepts, principles, and practices of the FitSM® standard.

Through this course, learners will gain knowledge and skills in all aspects of IT service management, including service strategy, service design, service transition, service operation, and continual service improvement. They will also learn how to implement and manage the FitSM® standard to improve service quality, efficiency, and alignment with business needs.

COURSE APPROACH

FitSM® Expert 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 become a certified FitSM® Expert and drive continuous improvement in IT service management.

COURSE AND LEARNING OBJECTIVES

At the end of this course, participants will:

- Understand the key concepts, principles, and practices of the FitSM® standard and how it can be applied to improve IT service management.
- Apply their knowledge and skills to develop and implement effective service strategies, designs, transitions, and operations.
- Manage service portfolios, catalogs, and service level agreements (SLAs) to ensure alignment with business needs and expectations.
- Collaborate with stakeholders, manage resources, and optimize service performance to meet organizational goals and objectives.
- Drive continuous improvement in IT service management and maintain alignment with evolving business needs and expectations.

FitSM® Expert



RELATED TRAINING

- FitSM® Foundation
- FitSM® Advanced Service Operation & Control
- FitSM® Advanced Service Planning & Delivery
- 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

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COURSE STUDENT MATERIAL

Student will receive a FitSM® Expert classroom workbook containing all of the presentation materials, course notes and sample exams.

CONCEPTS COVERED

1. FitSM Foundation & Advanced wrap-up

- What is a service?
- IT service management
- Service management system (SMS)
- Policies and processes
- Activities and procedures
- What is a process?
- ISO/IEC 20000
 - ISO/IEC 20000-1: Overview
 - ISO 20000-1: ITSM process topics (8.2 to 8.4) & (8.5 to 8.7)
- ISO/IEC 27000
 - ISO/IEC 27000: The family of ISMS standards
 - ISO/IEC 27001 & ISO/IEC 27002

2. ITSM-related frameworks and standards

- FitSM
 - FitSM parts
 - FitSM logic
 - FitSM: Process model
- ITIL
 - ITIL: Structure
 - ITIL V3 / 2011: Process model
- COBIT
 - COBIT 5: Key principles
 - COBIT: Governance vs. management
 - COBIT 5: Goals cascade to meet stakeholder needs
 - COBIT 5: Enabler
 - COBIT 5: Process reference model
- ISO 9000
 - ISO 9000: Quality management principles
 - ISO 9001: High Level Structure

3. Understanding the organisational context of managing and delivering services

- Challenges in federated IT service provisioning
- Defining the scope of service management

4. Leadership and governance

- Effective policies
- Effective communication
- Governing value-generation through IT services
- Governing risk in ITSM
- Other governance disciplines
 - Governing transparency in ITSM
 - Governing the use of resources for ITSM
 - Governing processes operated by third parties



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FitSM® Expert



EMPOWERING PROFESSIONALS

As MindMachine, 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.

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5. Planning and implementing services and ITSM (PLAN, DO)

- Requirements according to FitSM-1
- Creating and maintaining a service management plan
- Defining and assigning roles and responsibilities
- ITSM training and awareness
- Managing organisational change
- Planning and implementing new or changed services

6. Monitoring, reviewing and improving services and ITSM (CHECK, ACT)

- Requirements according to FitSM-1
- Compliance, effectiveness and efficiency
- Key performance indicators
- Managing an audit programme and conducting audits
- Capability and maturity assessment

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