

FitSM – The Entry into Effective IT Service Management



Training and personal certification in the field of IT service management

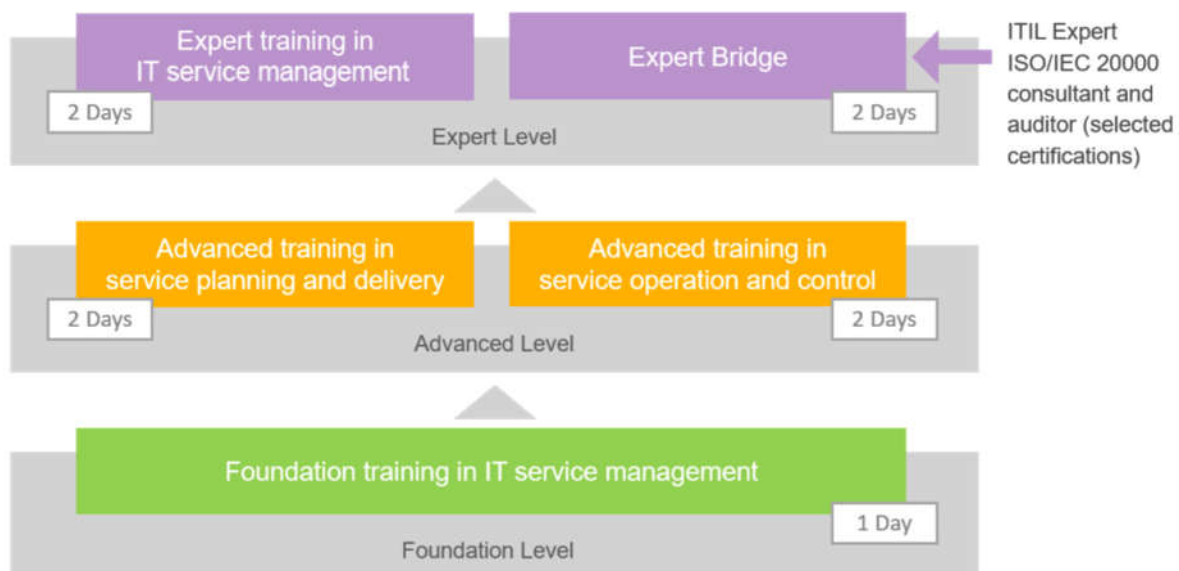
FitSM is a free standard for lean and pragmatic IT service management. FitSM is compatible with the IT Infrastructure Library (ITIL) and the international standard ISO/IEC 20000 (requirements for a service management system).



In the area of personal certification, ITEMO offers a multi-level qualification program. The International Certification Organization (ICO) and APMG International provide certification in the form of internationally recognized degrees.

The FitSM qualification programme

The FitSM training courses aim to provide all those involved in the administration and operation of IT services with the necessary knowledge and skills to enable them to perform their tasks effectively.



The one-day course at the foundation level teaches the basic knowledge of IT service management. The advanced level deepens the knowledge with the two two-day courses "Service Planning and Delivery" and "Service Operation and Control". The passed exams entitle you to participate in the Expert Level, which can be completed with the role certificate "FitSM Expert". Certified ITIL Experts and ISO 20000 specialists can join the expert level directly. In cooperation with the ICO, there is also certification as a certified FitSM Auditor.

FitSM – The Swift, Lightweight ITSM Certification

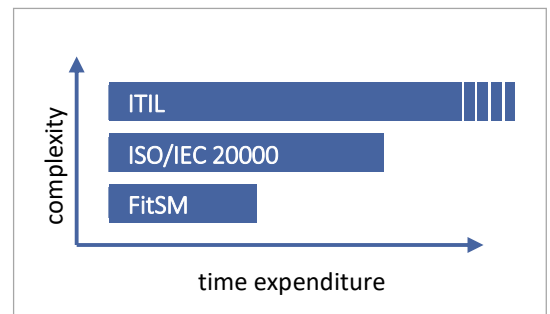


Benefits of FitSM training and certification

FitSM is less complex than other ITSM standards, such as the international standard ISO/IEC 20000 or ITIL. With FitSM, ITSM certification can be achieved quickly without having to dive into the depth of detail of these frameworks.

The FitSM certificates are recognised proof of the knowledge required for the implementation of functioning IT service management processes.

The training materials are free of charge and can be accessed online at any time. All FitSM courses do not last longer than one or two days.



Experienced certification partners

With APMG International and ICO, ITEMO has two reliable partners for the acceptance of exams and the issuing of personal certificates.

In order to participate in the Advanced and Professional exams, it is necessary to attend the corresponding training courses at a training provider accredited by the APMG International or ICO.



The FitSM standard was developed initially through The FedSM Project, funded by the European Commission. It is maintained by the ITEMO FitSM working group.



„IT Education Management Organization“, or „ITEMO“ for short, is a partnership of specialists in the field of IT management and includes experts from science and industry, consulting and training companies as well as other organizations and associations. The organization identifies and defines role models within the field of IT management for the purpose of establishing an internationally recognized training concept for information technology.