# FitSM – The Swift, Lightweight ITSM Certification

## Offer an interesting training in the field of IT service management!

ITEMO maintains a qualification scheme in the field of IT Service Management (ITSM).

Training providers can offer their customers training in ITSM according to FitSM with the option of obtaining internationally recognized certificates.
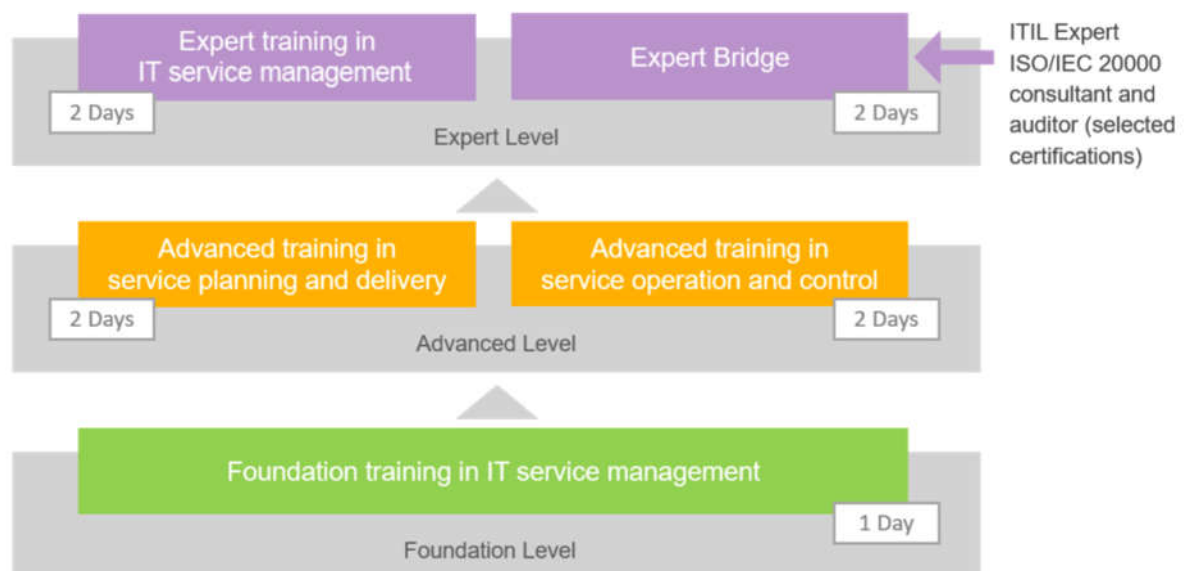
FitSM is a standard for lightweight service management that offers a highly attractive alternative to the traditional frameworks in this field, especially for small to medium-sized organizations.

For training providers or consulting companies experienced in ITSM, the cost and effort of incorporating FitSM into their own training portfolio is quite manageable.

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

## What coursers and certificates are there?



The training scheme has three levels. In the foundation level, there is a certificate that attests that the holder has basic fundamental knowledge of FitSM. In the Advanced Level, certification is possible in the areas "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. More information on https://fitsm.itemo.org/training/
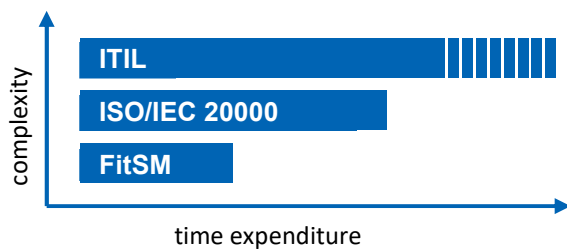
A FitSM Foundation exam can be taken without any prerequisites, but in order to participate in Advanced Level or Expert Level exams, attending a training course at a training provider accredited by APMG or ICO is required.

## What is FitSM?

FitSM is a free standard for lightweight and pragmatic IT service management. It was initially developed in an European Commission funded project. FitSM is compatible
with the IT Infrastructure Library (ITIL) and the international standard ISO/IEC 20000.
Download the FitSM standard, related tools and materials: http://fitsm.itemo.org/downloads/

## What are the benefits of FitSM?



- Reduced complexity and less costly implementation compared to ISO/IEC 20000 and ITIL
- Free availability of standards and training materials under a Creative Commons license
- Guidance for a lightweight approach to ITSM that is sufficient for most smaller to medium-sized organizations, but can also serve as a basis for more ambitious ISO/IEC 20000 certification projects later on

## What do I need to do if I want to offer FitSM training courses and book an examination partner?

Please contact APMG or ICO for information about becoming an accredited training organization.
https://apmg-international.com/services/accreditation
https://ico-cert.org/en/ico-accreditation-process

## What qualifications do training instructors need?

Trainers need to hold the certificate for the course (Foundation, Advanced or Expert) themselves and provide proof of their ability to convey FitSM ideas and concepts effectively in a training setting.

## My trainer has already completed a training course in the field of ITSM with another provider. Will this be recognized for the trainer accreditation?

Some ITSM certificates and proofs of training skills are recognized, but trainers will still have to pass the exam for the FitSM course they want to teach or a higher level FitSM exam (e.g. FitSM Expert). Please contact ICO or APMG with any questions. In unusual or exceptional cases ITEMO experts will carry out an appraisal of existing qualifications.

## Where can I get the training documents?

Training material can be downloaded here http://fitsm.itemo.org/fitsm-training-material/