



WHAT IS FitSM?



1

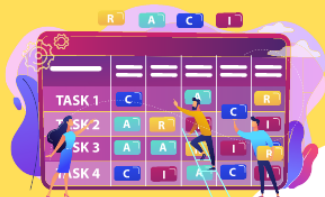
DEFINE THE RATIONALE

Define the rationale for implementing service management and get top management commitment and support

2

ROLES AND RESPONSABILITIES

Identify/assign roles and responsibilities for planning/implementation



3

FOCUS ON TEAM

Ensure training and awareness

4

ASSESSMENT AND REVIEW

Perform an initial organisation maturity assessment comprising a review of the service portfolio; and federation model if applicable



5

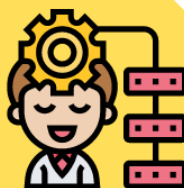
GOALS AND MILESTONES

Define a service management plan with overall scope of the SMS, goals and milestones including selection of initial tools

6

POLICES AND PROCEDURES

Start defining policies, activities and procedures for each process



7

REVIEW OR AUDIT

Re-assess progress through formal reviews or audits (e.g. annually)

