



INFORMATION  
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# FitSM, the easy way to start your Digital Service Management

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# FitSM, the easy way

## QUALITY SERVICE MANAGEMENT

FitSM is a powerful tool for those looking for quality service management, whether they are IT-sector enterprises, IT departments or internal providers within another organization or even other types of service-oriented organizations.

# Keep it simple!

Traditional IT Service Management practices assume **SINGLE** central control over service management processes, hardly addressing the collaborative approaches to service delivery.

As a result, applying IT service management in united environments may be more difficult, and **NOT** all concepts/ideas will **WORK**. It is important in a federated environment, to understand the roles of the individual members as well as the collaborative business model.

The answer, to merge this combined approach, was found in research that ultimately led to the development of FitSM (Federated IT Service Management). A family of standards for lightweight IT service management suitable for IT service providers of any type and scale, FitSM was developed on the main design principle: Keep it simple!"

# Pragmatism not philosophy

In the context of Service Management, it is very important to be pragmatic, so you cannot think about the chief world systems or philosophical concepts, but you need answers to a few simple questions:

- What do we need to achieve?
- How can we organize it?
- How can we put it in practice?
- How did we perform?

The answers are not a treasure hunt to be found in thousands of pages, but you must focus your attention on a few but fundamental processes (2 strategic, 6 tactical and 6 more operational processes) like Service Level Management, Change Management and Incident Management. If you could optimize them, it would be a great accomplishment for your organization.

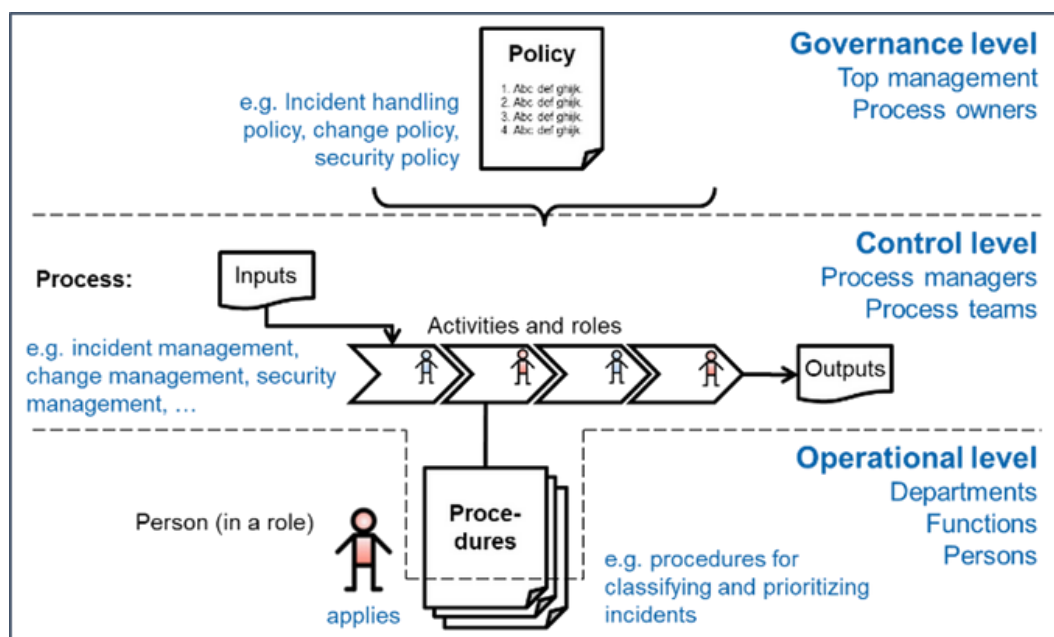


Fig.1 Source: ITEMO

# Make a difference.

It is in this philosophy, 'Keep it simple', that FitSM excels. Doing away with the unnecessary and sometimes expensive "accessory" concepts, evidence to support FitSMs approach can be found in its well-defined roles (FitSM-3) and documentation structure, inclusive of a starter kit of templates (FitSM-4), all that help to create a baseline for adaptation, whilst keeping it simple.

If you want to seriously solve the critical issues in your organization, if you want to make a difference: don't follow your **competitors**, anticipate them. Use FitSM!