

# FitSM<sup>®</sup> - Lightweight IT Service Management



Standards for lightweight  
IT service management



IT GOVERNANCE & SERVICE

In Partnership With



**ITEMO**



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## FitSM® - Lightweight IT Service Management

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# Adopt a lightweight service management approach with FitSM training and certification.

FitSM® is a free and lightweight standards family aimed at facilitating service management in IT service provision.

The FitSM standard and associated certification scheme are maintained by the ITEMO (IT Education Management Organisation) FitSM working group. The FitSM standard was initially developed through the FedSM Project, funded by the European Commission.

FitSM® is designed to be compatible with ISO/IEC 20000-1 (requirements for a service management system) international standard and ITIL®. The FitSM process model, requirements, recommended activities and role model targets a lightweight implementation. Equally, it can be applied as a first step to introducing full ITSM, i.e. applying ITIL good practices and/or achieving compliance against ISO/IEC 20000-1.

The main goals of FitSM® are to:

- ▶ Create a clear, pragmatic, lightweight and achievable standard that allows for effective IT service management (ITSM).
- ▶ Offer a version of ITSM which is more accessible for a wider range of environments than traditional ITSM solutions, including federated scenarios.
- ▶ Provide solutions which can be efficiently implemented in organisations ranging from SMEs and start-ups through to large enterprises.
- ▶ Define a baseline of ITSM effectiveness that is achievable but can be expanded if necessary.

The FitSM® standard and related tools and materials are available to download free-of-charge at [fitsm.itemo.org/downloads](https://fitsm.itemo.org/downloads).

### FitSM® training and certification will:

Support organizations in achieving the first step towards implementing the full set of IT Service Management processes.

Enhance an organization's provision of IT services using a concise, lightweight and achievable ITSM standard.

Help organizations apply effective ITSM processes in federated environments, where services are managed in cooperation with competing or disparate organizations.

Implement the foundations of effective ITSM processes in instances where it is not necessary to implement detailed processes prescribed by other frameworks (e.g. ISO/IEC 20000 and ITIL).



## Further Information

### Who is it for?

FitSM® training and certification is designed for all professionals involved in the provision and delivery of IT services.

Find out more online at: [apmg-international.com/FitSM](https://apmg-international.com/FitSM) & [fitsm.itemo.org](https://fitsm.itemo.org).

### Qualifications available:

- ▶ FOUNDATION
- ▶ ADVANCED - SPD (AVAIL Q4 2018)
- ▶ ADVANCED - SOC (AVAIL Q4 2018)
- ▶ EXPERT (AVAIL Q1 2019)

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and their organizations perform more effectively.

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