

FitSM Foundation: A 3-Hour Introduction to Lightweight IT Service Management

Course Description

In today's dynamic business and IT environment, organizations face increasing pressure to deliver reliable IT services while adapting quickly to changing customer needs. Many find traditional IT Service Management (ITSM) frameworks too complex and resource-intensive. FitSM offers a pragmatic, lightweight alternative designed to help organizations of any size establish an effective Service Management System (SMS) without unnecessary overhead.

This 3-hour introductory training provides participants with a clear understanding of ITSM fundamentals, the FitSM family of standards, and its 14 core processes. Through interactive discussions and a hands-on case study, learners will gain practical insights into how FitSM supports efficient service delivery, continual improvement, and alignment with business objectives.

Course Short Description

A practical 3-hour introduction to FitSM: learn the essentials of lightweight ITSM, key processes, roles, and benefits for improving IT service delivery.

Objective

To equip participants with foundational knowledge of the FitSM standard, enabling them to understand its principles, processes, and roles, and to apply its pragmatic approach for improving IT Service Management in their organization.

Applicable For

This course is suitable for IT professionals at all levels who are engaged in managing, supporting, or delivering IT services. It is especially relevant for:

- IT Managers, Service Managers, and Team Leaders seeking to establish or enhance structured IT service delivery practices.
- IT Support Staff and System Administrators who want to better understand their role within a Service Management System.
- SMEs, startups, and federated environments needing a lightweight, achievable framework that avoids the complexity of traditional ITSM approaches.
- Organizations considering alignment with ITIL® or ISO/IEC 20000-1 and seeking a practical first step.

No prior ITSM knowledge is required, making it ideal for newcomers as well as those refreshing their understanding of structured service management.