

# FitSM Training and CSC ITSM Workshop at Espoo

## General

<b>When?</b>	2014-01-08 - 2014-01-10
<b>Where?</b>	Life Science Center, CSC Headquarters, Espoo, Finland
<b>What?</b>	<b>FitSM Training</b> (8.01 - 9.01) <b>CSC ITSM Workshop</b> (9.01 - 10.01)
<b>Responsible for this page</b>	Lúis Alves



## Standards for lightweight service management in federated IT infrastructures

## Description

### **FitSM**

FitSM is a lightweight standard family aimed at facilitating service management in federated IT service provision. The main goals of the FitSM family are:

- Create a clear, minimal standard that allows for effective, defined service management.
- Offer a version of service management that can cope with federated environments, which often lack the hierarchy and formal agreements seen in other situations.
- Provide a baseline level of service management that can act to support 'management interoperability' in federated environments where disparate or competing organisations must cooperate to manage services.

The FitSM family is produced by the FedSM project, an initiative co-funded by the European Commission Seventh framework Programme to improve service management in a select set of federated ICT infrastructures and bring experience from this improvement to a broad community of federated communities. FedSM also draws on the earlier work of the gSLM project, which investigated service level management in Grid infrastructures.

As part of the FedSM effort, it is necessary to describe a baseline for service management maturity that is useful but can be realistically implemented in federated environments that are complex, academic or resist 'traditional' ITSM solutions such as the ITIL framework or ISO/IEC 20000 standard.

FitSM is the selected solution to this problem.

### **The training**

This foundation training course introduces the fundamentals of service management and some of the specific challenges faced when managing IT services across complex and federated communities. It is structured around the FitSM-1:2013 standard (see <http://fitsm.itemo.org/> for details), which is compatible with ITIL and ISO/IEC 20000.

- Course title: "**Foundation Training in Service Management for Federated IT Infrastructures**"
- Date, time & duration: Wednesday, 8 January and Thursday, 9 January / one afternoon and the following morning (equivalent of 1 full day)
- Maximum capacity: 16 participants
- Cost for the training: Training participation is free for CSC staff
- Cost for taking the exam: Free for confirmed participants (covered by the FedSM project - regular exam price: 120,00 EUR)

### **The exam**

The training culminates in a 30 minute exam. Successfully passing the exam will grant participants a "Foundation Certificate in Service Management for Federated IT Infrastructures", provided by the internationally recognised standards organisation **TÜV SÜD**.


### **Additional remarks**

Please be reminded that this is a closed training, i.e. only those whose participation in this training event has been confirmed may attend the course. The number of participants is limited. The costs of this training are covered by the European Commission as part of the funding of the FedSM project and by CSC. To this end, we would ask you only to register, if you can commit to attending the full course and exam. (Please double check dates and times!)

### **The Workshop**

A description and agenda for the workshop will be available here as soon as possible.

## Trainers and ITSM Experts

Thomas Schaaf	Michael Brenner	Owen Appleton
		

## Agenda / Topics

<p><b>Foundation training in federated IT Service Management according to FitSM-1:2013</b></p> <p><b>Location</b> ⚠️:</p> <ul style="list-style-type: none"><li>• Day 1 - Darwin <b>meeting room</b> at Tekniikantie 12, 02150 Espoo (<a href="#">More info here</a>)</li><li>• Day 2 morning - Dogmi training room ( <a href="#">Life Science Center 1st floor</a> )</li></ul>	<p><b>CSC ITSM Workshop</b></p> <p><b>Location</b> ⚠️:</p> <ul style="list-style-type: none"><li>• Day 2 afternoon and day 3 - Sessio Meeting Room ( <a href="#">Life Science Center 7th floor</a> )</li></ul>
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#### Day 1 (Wednesday, January 8th)

13:30: Start of the FitSM Foundation Training

13:30-15:00: Training Session 1

- • • Service and service management: Introduction, terms and concepts
- • • The FitSM standard series

15:00-15:15: Coffee break

15:15-16:45: Training Session 2

- • • Service management - General aspects
- • • Service management - Processes (Part 1 of 4)

16:45: End of first day

#### Day 2 (Thursday, January 9th)

9:00: Start of the second day of the training

9:00-10:15: Training Session 3

- • • Service management - Processes (Parts 2 & 3 of 4)

10:15-10:30: Coffee break

10:30-11:45: Training Session 4

- • • Service management - Processes (Part 4 of 4)
- • • Related standards and frameworks
- • • Summary, sample exam, Q&A

11:45-12:30: Lunch break \*)

12:30-13:00: Exam \*)

13:00: End of the FitSM Foundation Training

\*) If requested by the training participants, the lunch break and exam slots can be swapped.

#### Day 2 (Thursday, January 9th)

13:15: Start of the Workshop: ITSM at CSC

13:15-13:45: Introduction

13:45-14:15: Step 0 - Understanding the CSC context

14:15-15:00: Step 1 - Initial assessment

15:00-15:15: Coffee break

15:15-16:45: Step 2 - Planning to implement ITSM (general / "big picture")

16:45: End of second day

#### Day 3 (Friday, January 10th)

9:00: Start of the second day of the workshop

9:00-10:15: Step 3 - Refined plans towards ITSM: Services (service portfolio)


10:15-10:30: Coffee break

10:30-11:45: Step 4 - Refined plans towards ITSM: Policies, processes, procedures, ...

11:45-12:30: Lunch break

12:30-14:00: Next steps

14:00: End of the ITSM Workshop

 Warning: event location may change. Please confirm the location on this page 24 hours before.

## Additional Information

[Reaching CSC headquarters in Espoo](#)

## Material & links

- [FedSM web site](#)
- [FitSM web site](#)
- [FedSM Training](#)