

FitSM – the first step to an ISO/IEC 20000 certification

Offer now an interesting training in the field of IT service management!

In collaboration with ITEMO, TÜV SÜD offers an internationally recognised certified qualification as per ISO 17024 in IT service management according to FitSM.

Training providers and consulting companies now have the opportunity to offer their customers relevant training. Care has been taken to ensure that the cost of the entering the market for the training companies is kept as small as possible.



What certificates or exams are there?

The training scheme has three levels. In the foundation level, there is a certificate that attests that the holder has basic fundamental knowledge of FitSM. In the advanced level, dual certification is possible in the areas "Service Planning & Delivery" (SPD) and "Service Operation & Control" (SOC), which confirm the holder's in-depth knowledge of these areas. The expert level is the final graduation of the FitSM qualification.

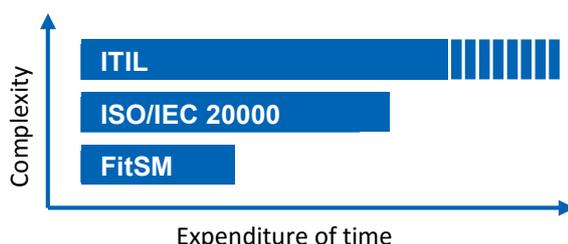
For FitSM advanced exams, participants must hold the FitSM Foundation certificate, for the FitSM Expert exam they must hold both FitSM Advanced certificates.

The FitSM foundation training usually lasts one day, whereas the advanced training courses and the expert training course last two days each.



More information on <http://fitsm.itemo.org/fitsm-training>

Advantages of FitSM



- Reduced complexity and less costly implementation compared to ISO/IEC 20000 and ITIL
- Free availability of standards and training materials on fitsm.itemo.org
- Ideal introduction to ITSM with the objective of an ISO/IEC 20000 certification

What do I need to do if I want to offer training courses and book TÜV SÜD for examinations?

Please contact TÜV SÜD for information about becoming an accredited training organisation.
<http://www.tuev-sued.de/akademie-de/examination-institute/portfolio/>

You must currently fulfil the following requirements as a training organisation:

1. Evidence of a quality management process or QM system in the field of training organisations.
2. At least one accredited training instructor for the desired level.

What qualifications do training instructors need in order to become accredited?

The training instructor needs to hold the relevant certificate in order to become accredited for that level (Foundation, Advanced or Expert). See the Training & Examination Regulations at <http://www.itemo.org/publications/viewcategory/4-working-group-results-public>.

My trainer has already completed a training course in the field of ITSM with an other provider. Will this be recognized for the trainer accreditation?

If you think that your existing qualification is sufficient, you have the following possibility:

1. Please make an informal application to ITEMO with suitable evidence of your qualifications, e.g. certificates from the other provider.
2. ITEMO experts will carry out an appraisal of these and forward their findings to TÜV SÜD.
3. TÜV SÜD will issue a temporary trainer accreditation for six months. The obligation to attend a training course will be lifted.
4. The temporary accreditation will be changed into a permanent accreditation once the required examinations have been passed (max. two attempts).

Where can I obtain the training documents?

Training material can be downloaded from <http://fitsm.itemo.org/fitsm-training-material>.

Where do I obtain the syllabus and sample examinations?

Training & Examination Regulations have been published on the ITEMO website at <http://www.itemo.org/publications/viewcategory/4-working-group-results-public> and are freely available to everyone.