



Standards for lightweight  
IT service management

# FitSM

Standard für ein  
schlankes Servicemanagement in  
europäischen e-Infrastrukturen

**Michael Brenner, Leibniz-Rechenzentrum**





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# Das EU-Projekt

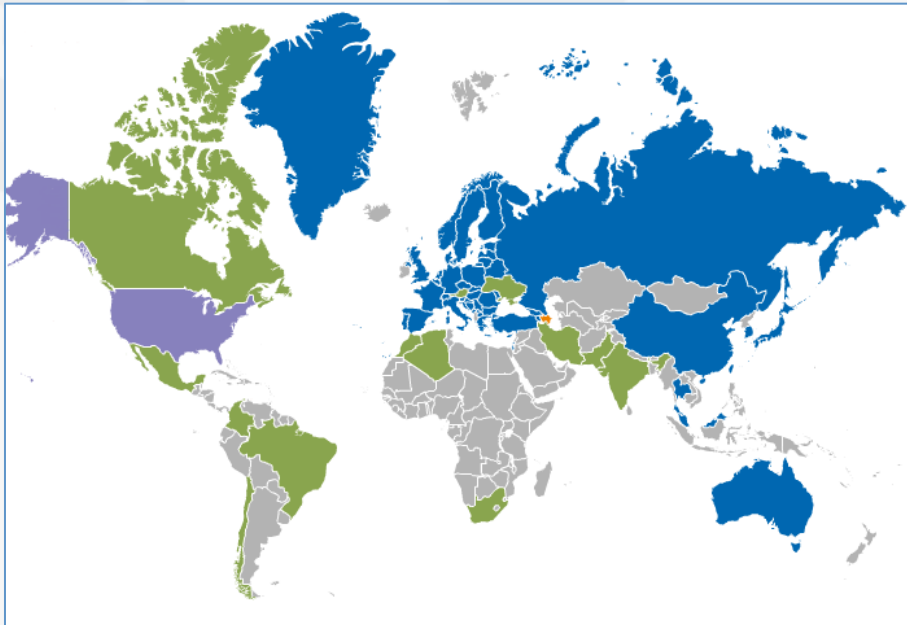
# E-Infrastructures



*Vernetzte Werkzeuge, Daten, Ressourcen für die  
Forschung*

Research Infrastructures in FP7:

Ca. 300 Projekte, 1600 Organisationen, €1,4 Milliarden



LCPUUs: 593,424  
Disk: 286PB  
1.52M jobs/day  
4.64M wallclock hrs./day  
... verteilt auf 54 Länder

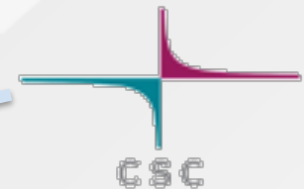
# Projektziel und -konsortium



***Increase maturity and effectiveness of (IT) Service Management in Federated e-Infrastructures by applying suitable good practices.***



**UNIVERSITAT POLITÈCNICA  
DE CATALUNYA  
BARCELONATECH**



# Projektmitarbeiter



# Das Problem mit e-Infrastrukturen und ITSM



Typische Organisation:

- 30-50 Personen
- IT-ler und Naturwissenschaftler



Aufwand

Kultur

ITIL  
COBIT  
ISO20K





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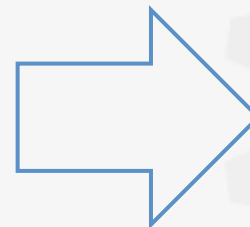
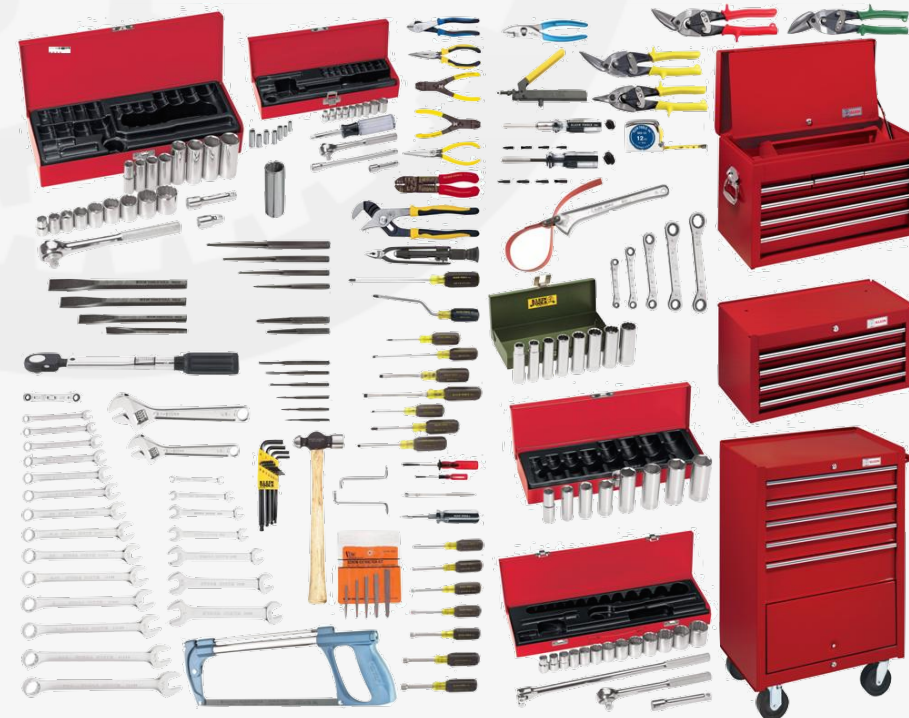
# Der Standard FitSM



# FitSM Grundidee



- Leichtgewichtig
- An den konkreten Herausforderungen bei einer ITSM-Einführung orientiert





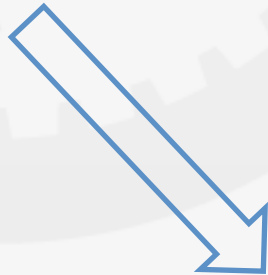
# FitSM und die Phasen einer Prozesseinführung



Was erreichen?  
Grundkonzepte?

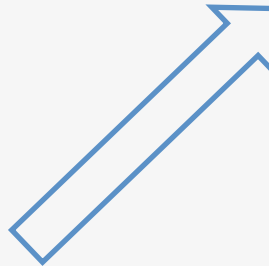


Parts 0,1  
Terms, requirements



Parts 2, 3  
Activities, Roles

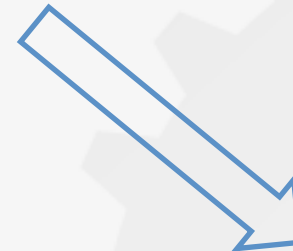
Was machen? Wer?



Wie machen?  
Wie dokumentieren?



Parts 4, 5  
Template  
Guide



Part 6  
Assessment  
tool

Fortschritt  
überprüfen

# Prozessrahmenwerk: 14 Management-Prozesse



FitSM

Service Portfolio

Service Level

Service Reporting

Service Availability and Continuity

Capacity

Information Security

Customer Relationship

Supplier Relationship

Incident and Service Request

Problem

Configuration

Change

Release and Deployment

Continual Service Improvement

# Verfügbar auf fitsm.eu



- FitSM-0 (.pdf, 9 S.)
- FitSM-1 (.pdf, 9 S.)
- FitSM-2 (.pdf, 11 S., bald Update)
- FitSM-3 (.pdf, 10 S.)
- FitSM-4, -5
  - 4 Templates (.doc, .xls)
  - 3 Samples (.doc, .xls)
  - 2 Guides (.pdf)
- FitSM-6 (.xls)

Standards for lightweight IT service management

WHAT IS FITSM? FITSM DOWNLOADS FITSM TRAINING INFORMATION MATERIAL ABOUT THE FEDSM PROJECT

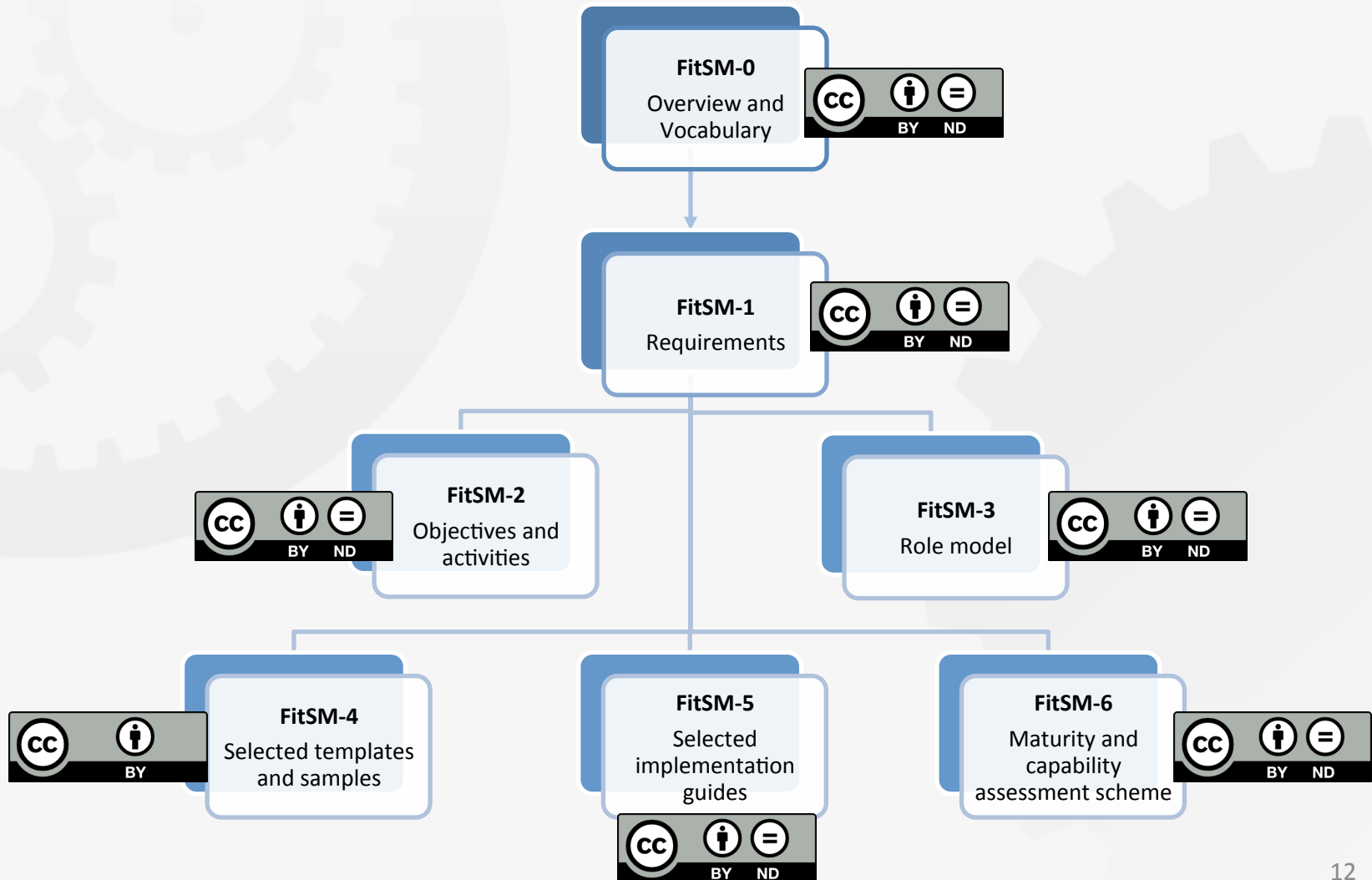
Home / FitSM Downloads

## FitSM Downloads

The FitSM Download section offers all available documents of the FitSM standard for free.

FitSM Part	Category	Document Title	Download
FitSM-0: Overview and vocabulary	Core	FitSM-0-2013: Overview and Vocabulary –Version 1.2, Released 2014-07-08	
		Release notes – FitSM-0:2013 v1.2	
FitSM-1: Requirements	Core	FitSM-1-2013: Requirements – Version 1.2, Released 2014-07-08	
		Release notes – FitSM-1:2013 v1.2 – including changes versus v1.1	
FitSM-2: Recommended objectives and activities	Core	FitSM-2-2013: Recommended objectives and activities for lightweight service management in federated IT infrastructures – Version 1.0, Released 2013-10-18	
FitSM-3: Role model	Core	FitSM-3-2013: Recommended role model – Version 1.2, Released 2013-07-08	
		Release notes – FitSM-3:2013 v.2 – including changes versus 1.0	
FitSM-4: Templates and Samples	Core	FitSM-4-2013: Selected templates and samples – Version 0.5, Released 2014-07-08	
		Template: Process Definition	
		Template: Procedure	
		Sample: Service Management Policy	
		Template: Service Portfolio / Catalogue entry	
PR1: Service Portfolio Management	Core	see also: <a href="#">FitSM 5: Identifying Services</a>	
		Sample: Service Portfolio / Catalogue entry	

# FitSM-Lizenzen



# FitSM Qualifikationsschema



## Expert Level

Expert training in IT service management

2 days



## Advanced Level

2 days

Advanced training in  
service planning and delivery

2 days

Advanced training in  
service operation and control



## Foundation Level

Foundation training in IT service management

1 day

- Personen-Zertifikate von TÜV Süd
- >120 Foundation-Zertifikate in 10 Trainings
- Advanced Level Kurse laufen an
- Ausbau und weitere Öffnung



# Trainings und Workshops



Universität  
Zürich<sup>UZH</sup>







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# Zusammenfassung

# Vergleich



	ITIL 2011	ISO/IEC 20000	FitSM
Qualifikationsprogramm	✓	✓	✓
Ready-to-use Vorlagen	□	✗	(✓)
Frei verfügbar	✗	✗	✓
Umfang (Kerndokumente)	Ca. 1500 S.	130 S.	40 S.
Gewicht	5,65 KG	0,34 KG	0,11 KG

# Q&A und Kontakt



➤ [www.fitsm.eu](http://www.fitsm.eu)

➤ [info@fedsm.eu](mailto:info@fedsm.eu)