

FITS Practitioner Training

Laying the foundation of good service management



In the FITS Practitioner course we lay the foundation of good service management. Undertaking any form of service management requires the availability of reliable base data.

The Practitioner course is run over 2 days (1.5 Days classroom work followed by the exam).

It covers the core modules of service management including:

Service Desk, Incident & Problem Management, Change, Release and Patch Management, Configuration Management & Security Management.

Course candidates are provided with a Reference manual covering all of the processes, Courseware and entrance to the examination.

The Classroom work includes case study exercises and group activities. There is also an element of evening homework involved. The examination is taken online.

Candidates have 90 minutes to complete the examination which comprises 40 randomly generated questions from a large question bank relating to the course.

Practitioner course benefits

In the Practitioner course you will learn how to:

- take control of your support function by recording all incident requests in one place
- build a base of incident data to identify recurring incidents that take up unnecessary support resource
- identify items of equipment that are costly to Maintain
- identify the root cause of recurring incidents, eliminate them, reduce the cost of ICT support and improve your return on Investment
- take control of the security implications affecting your establishment, staff and pupils



"... FITS directly allowed us to reduce support costs by 25%".

Paul Levett - STASS, Tower Hamlets



FITS helps you to implement a structured approach to your technical support, realise a better return on your ICT investment and have a positive impact on teaching and learning outcomes



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*...working perfectly because
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...are not working*

Anna Bonello - IT Manager and Teacher

The FITS Practitioner course starts out with guidance on implementation of a **service desk** – a single point of contact for recording ALL support incidents. Only by recording all incidents can you identify recurring issues, patterns of failure and trends.

The remaining modules are:

Incident Management where you analyse the base data

Problem Management where you then identify the root cause of recurring incidents and potential future issues

Change processes incorporating **Change** Management, **Release** Management and **Patch** Management where you gain an understanding of the impact of change on your organisation

Configuration Management which is the process of creating and maintaining an up-to-date record of all the components of the ICT infrastructure, including related documentation - its purpose being to show what makes up the ICT infrastructure and illustrate the physical locations and links between each item, known as configuration items

Security Management where we introduce the topics of e-safety and security management and help you implement security processes within your environment in an easy and effective way.

Contact us for details of courses in your area by visiting our website

www.thefitsfoundation.org or telephone our office on 07977 130379

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