FitSM y organización en 5 slides

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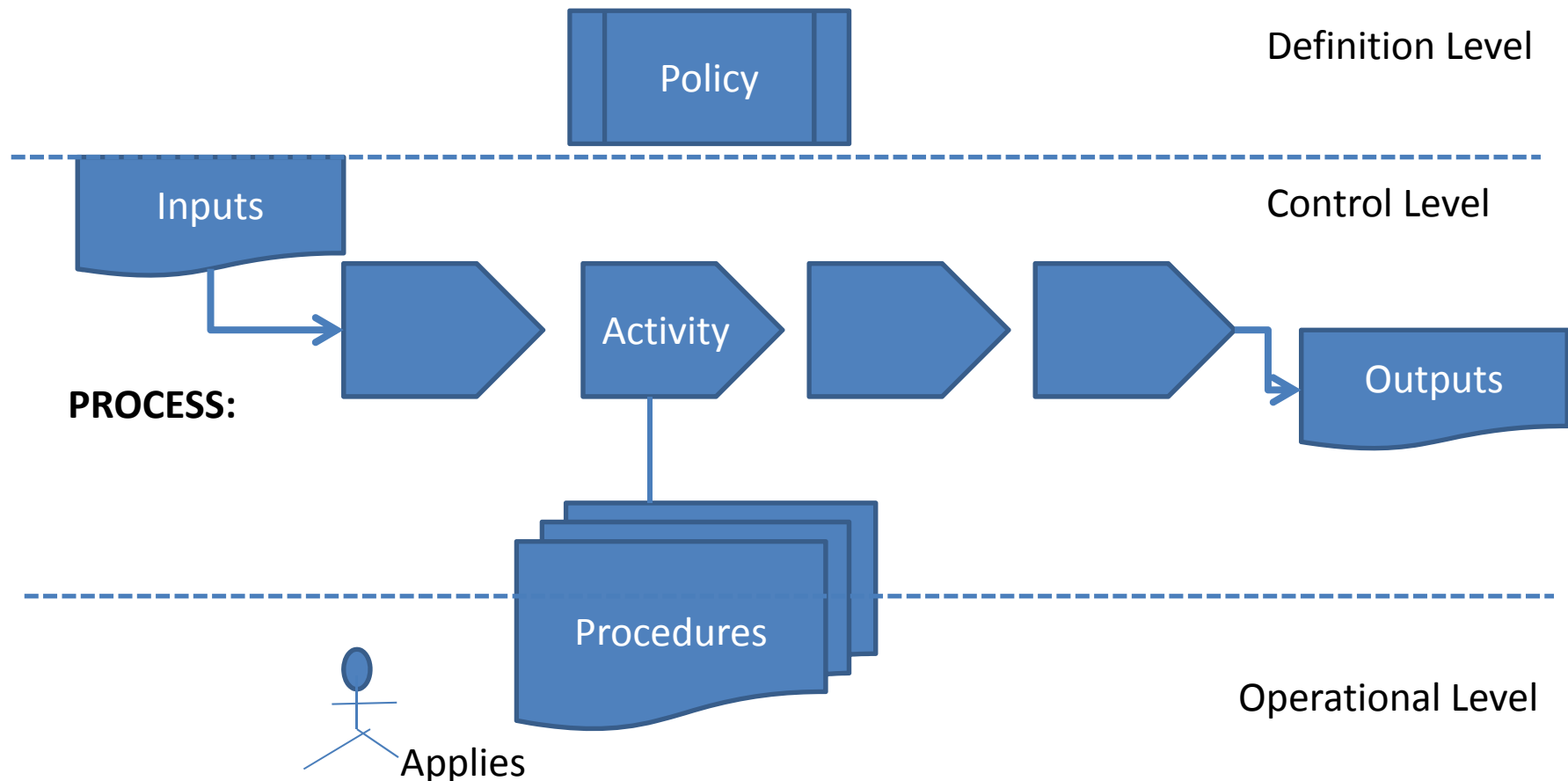
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Standards for lightweight service management in federated IT infrastructures

FitSM: IT Service Management

- FitSM is a lightweight standard to facilitate Service Management in IT

- How does a Service Management System work:

FitSM Model

- FitSM 0: Vocabulary
- FitSM 1: Requirements
- FitSM 2 : Objectives and Activities
- FitSM 3: Role Model
- FitSM 4: Selected templates and samples
- FitSM 5: Selected implementation guides
- FitSM 6: Maturity and Capability Assessment Scheme

PLAN, DO, CHECK , ACT

80 Requirements:

12 General (GR): like "GR4 Planning Service Management"

GR4.1 A Service Management shall be created, implemented...

GR4.2 The Service management plan should include...

GR4.3 The plans for each specific process and procedure shall be aligned to the overall

68 Process (PR): like "PR8 Supplier Relationship Management"
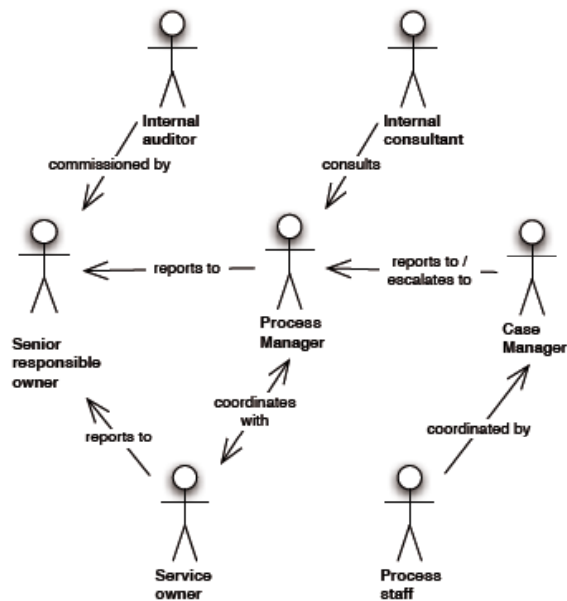
PR8.1 Suppliers shall be identified

PR8.2 Communication mechanisms shall be established

PR8.3 Contractual disputes with suppliers shall be managed

PR8.4 Supplier Performance shall be monitored

FitSM Steps

- FitSM 2 : Defines Objectives and Activities for each Requirement

- Example for PR8

- ROLES are also needed,FitSM3:

PR8 Supplier Relationship Management (SUPPM)
OBJECTIVE
To establish and maintain a healthy relationship with suppliers supporting the service provider in delivering services to customers, and to maintain contracts with suppliers
ACTIVITIES: INITIAL PROCESS SETUP
• Set up an initial supplier database, and for each supplier document the most important information including contact information both on the supplier side as well as on the service provider side (supplier relationship manager).
PROCESS INPUTS
• Information on suppliers • Information on supplier offerings • Existing UAs with suppliers
ACTIVITIES: ONGOINIG PROCESS EXECUTION

• Maintain the supplier database
   ○ Add a new supplier to the supplier database
   ○ Update the information on a supplier in the supplier database
   ○ Remove a supplier from the supplier database
• Monitor supplier performance
   ○ Measure and review supplier performance based on underpinning agreements with suppliers

PROCESS OUTPUTS
• Up-to-date supplier database • Supplier performance reports

FitSM Templates

- FitSM 4: Selected templates and samples
  - Templates for Policies
  - Templates for Process Definition
  - Templates for Procedures

[TEMPLATE TITLE]: [[INSTANCE TITLE PLACEHOLDER]] | FitSM

[Name of the process]

1. Introduction & overview
[Brief introduction and high-level overview of the process, including a statement on the scope of the process]

2. Goal & objectives
The primary goal of this process is [...].

The process covers the following objectives:

- [Objective 1]
- [Objective 2]
- ...

3. Role model
The following roles are relevant in the context of this process and need to be assigned to persons or teams / groups involved in the process.

Role	Tasks	Ca. number of persons performing this role
Process Manager PM [Process acronym}	• To maintain the process definition / description (this document) • To perform process reviews as a basis for the continual improvement of the effectiveness and efficiency	1

[TEMPLATE TITLE]: [[INSTANCE TITLE PLACEHOLDER]] | FitSM

4. Relevant business objects (process artefacts)
Business objects / process artefacts are "things" that are required, produced or processed by the process or one of its activities. The following objects are relevant:

Business object / process artefact	Description
[Object]	[Description]
...	...

5. Activities

5.1. [Activity 1]
[Short description of this activity]

Inputs, required information	• [Input 1] • [Input 2] • ...
Roles involved	• [Role 1] • [Role 2] • ...
Outputs	• [Output 1] • [Output 2] • ...

PROCESS:

Procedures

Applies
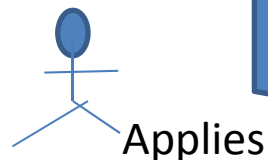
[Name of the procedure]

1. Overview & context
- The purpose of this procedure is [...]
- This procedure is part of the process [name of the process]

[...]

2. Triggers
The execution of this procedure is usually triggered by [...]

- [Trigger 1]
- [Trigger 2]
- ...

3. Steps to be performed

Operational Level

FitSM Documentation: FedSM.eu

FitSM-1: Requirements	Core	FitSM-1: Requirements	2014	
FitSM-2: Objectives and activities	Core	FitSM-2: Objectives and activities	Nov 2014	
FitSM-3: Role model	Core	FitSM-3: Role model	Jul 2013	
FitSM-4: Templates and samples	Core	FitSM-4: Selected templates and samples	Jul 2014	
	General Requirements	Template: Process Definition	Feb 2014	
		Template: Procedure	Feb 2014	
		Sample: Service Management Policy	Feb 2014	
	PR1: Service Portfolio Management	Template: Service Portfolio / Catalogue entry see also: *FitSM 5: Identifying Services*	Feb 2014	
		Sample: Service Portfolio / Catalogue entry	Feb 2014	
	PR2: Service Level Management	Template: Service Level Agreement (SLA)	Feb 2014	
		Sample: Corporate Level SLA	Feb 2014	
FitSM-5: Guides	Core	FitSM-5: Selected implementation guides	Jul 2014	
	PR1: Service Portfolio Management	Guide: Identifying Services	Jan 2014	
		Guide: Specifying Services	Jan 2014	
FitSM-6: Maturity assessment	Core	FitSM-6: Maturity / capability model and assessment scheme	Sep 2014	