

# FitSM documentation

File	Title
<div></div> <div>FitSM-0_Overview...d_vocabulary.pdf</div>	FitSM-0: Overview and vocabulary
<div></div> <div>FitSM-1_Requirements.pdf</div>	FitSM-1: Requirements
<div></div> <div>FitSM-2_Objective...tivities_v2.2.pdf</div>	FitSM-2:Objectives_and_activities



FitSM-3\_Role\_model.pdf

FitSM-3: Role model



FitSM\_Guide\_Iden...ervices\_v1.0.pdf

FitSM Guide Identifying Services



FitSM\_Guide\_ITSM...hecklist\_1.0.pdf

FitSM Guide ITSM\_documentation\_checklist



FitSM\_Guide\_Spe...rvices\_v1.0.pdf

FitSM\_Guide\_Specifying\_Services



FitSM\_Sample\_Au...-Plan\_v1.0.docx

FitSM\_Sample\_Audit-Plan



FitSM\_Sample\_Ca...ty\_Plan\_v1.docx

FitSM\_Sample\_Capacity\_Plan



FitSM\_Sample\_Co...e\_SLA\_v1.0.docx

FitSM\_Sample\_Corporate\_SLA



FitSM\_Sample\_Se...olicy\_v1.0.docx

FitSM\_Sample\_Service\_Management\_Policy



FitSM\_Sample\_Se...logue\_v1.0.xlsx

FitSM\_Sample\_Service\_Portfolio\_Catalogue



FitSM\_Template\_...logue\_v1.0.xlsx

FitSM\_Template\_Service\_Portfolio\_Catalogue



FitSM\_Template\_...Report\_1.0.docx

FitSM\_Template\_Basic\_Service\_Report



FitSM\_Template\_...edure\_v1.0.docx

FitSM\_Template\_Procedure



FitSM\_Template\_P...nition\_v1.0.docx

FitSM\_Template\_Process\_definition




FitSM\_Template\_S...e\_1.1-final.docx

FitSM\_Template\_Service\_design\_and\_transition\_package



FitSM\_Template\_SLA\_1.0.docx

FitSM\_Template\_SLA

 FitSM-6-Capabili...ssment-v2.0.xlsx	FitSM-6-Capability-Maturity-Assessment