

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

 <p>FitSM-6-Capabili...ssment-v2.0.xlsx</p>	FitSM-6-Capability-Maturity-Assessment