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Implementing lightweight IT Service Management in the EOSC Ecosystem

Tuesday, 15 September 2020 14:10 (1h 50m)

This two hour webinar will provide a comprehensive overview of how service management, and the lightweight approach provided by the FitSM standard, is suitable for distributed, federated and research services. Through FitSM, the aim is to perform effective IT service management (ITSM) while achieving a baseline level of ITSM that can act in support of 'management interoperability' in federated environments such as the EOSC and related projects. Topics will also include the relationship between FAIR data concepts and ITSM, practical implementation guidance as well as allowing time for discussion.

Presenters: APPLETON, Owen (EGI Foundation); HOLSINGER, Sy (EGI Foundation)

Session Classification: FitSM

Track Classification: ITSM - Train the Trainers event