



# **FitSM Foundation Training - Amsterdam - 29 Jan 2018 (SURFsara)**

## **Monday, 29 January 2018**

**Service Management Processes - SPM, SLM, SRM, SACM, CAPM, ISM - VK 1 & 2 (11:00 - 12:30)**

-Conveners: Sy Holsinger