



# **FitSM Foundation Training - Amsterdam - 24 Sept 2018 (SURFsara)**

## **Monday, 24 September 2018**

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

**-Conveners: Malgorzata Krakowian**