



# **FitSM Advanced Training in Service Planning and Delivery - Amsterdam - 25-26 Sept 2018 (SURFsara)**

## **Tuesday, 25 September 2018**

**Service Level Management (SLM); Service Reporting Management (SRM) - VK 1 & 2 (14:30 - 15:45)**

**-Conveners: Sy Holsinger**