



# **FitSM Advanced Training in Service Planning and Delivery (SPD) - Amsterdam - 17-19 June 2019**

## **Monday, 17 June 2019**

**Selected general aspects of establishing a service management system (SMS) - Room VK3 (EGI/SURFsara building 140)**  
**(15:00 - 16:45)**

**-Conveners: Malgorzata Krakowian**