



# **FitSM Foundation Training - Hinxton - 22 November 2019 (EBI)**

## **Friday, 22 November 2019**

**Service management Processes: CRM, SUPPM, ISRM, PM, CONFM, CHM, RDM - Meadow Room, South Building  
(13:00 - 14:45)**

**-Conveners: Owen Appleton**