## FitSM Foundation Training - Amsterdam - 7-8 Nov 2019 (OPERAS-P)

## Thursday, 7 November 2019

Service Management Processes - SPM, SLM, SRM, SACM, CAPM, ISM - VK 1 & 2 (Ground Floor) (14:45 - 16:30)

-Conveners: Owen Appleton