



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

## **Thursday, 7 November 2019**

**Service management Processes: CRM, SUPPM, ISRM, PM, CONFM, CHM, RDM - VK 1 & 2 (Ground Floor) (16:45 - 18:15)**

**-Conveners: Owen Appleton**