# EGI Community Forum 2012

# Wednesday, 28 March 2012

**<u>Service Management - a gSLM Tutorial including Security</u> - FMI Seminar 2 (25) (16:00 - 17:30)**

| time | [id] title | presenter |
|------|-----------|-----------|
| 16:00 | [106] Tutorial: Management of quality, services and information security according to ISO 9000, ISO/IEC 20000 & ISO/IEC 27000 - Overview and practical insights | Dr SCHAAF, Thomas |