

# Service target

<b>Term</b>	Service target
<b>Abbreviation</b>	
<b>Definition</b>	<p>Reference / target values for a parameter used to measure the performance of a service, listed in a service level agreement (SLA) related to this service</p> <p>Note: Typical service targets might include availability or resolution time for incidents</p>
<b>Source</b>	FitSM-0
<b>Owner</b>	
<b>Last updated</b>	2020. 12. 11