

Service management system

Term	Service management system
Abbreviation	SMS
Definition	<p>Overall management system that controls and supports management of services within an organisation or federation</p> <p>Note: The SMS can be regarded as the entirety of interconnected policies, processes, procedures, roles, agreements, plans, related resources and other elements needed and used by a service provider to effectively manage the delivery of services to customers</p>
Source	FitSM-0
Owner	
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