

Service management

Term	Service management
Abbreviation	
Definition	<p>Entirety of activities performed by a service provider to plan, deliver, operate and control services offered to customers</p> <p>Note 1: The activities carried out in the service management context should be directed by policies and structured and organised by processes and supporting procedures.</p> <p>Note 2: In the context of the FitSM standard series, when referring to service management, usually IT service management is meant.</p>
Source	FitSM-0
Owner	
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