

# Operational Target

<b>Term</b>	Operational Target
<b>Abbreviation</b>	
<b>Definition</b>	<p>Reference / target value for a parameter used to measure the performance of a service component, listed in an operational level agreement (OLA) or underpinning agreement (UA) related to this service component</p> <p>Note: Typical operational targets might include availability or allowed resolution times for incidents</p>
<b>Source</b>	FitSM-0
<b>Owner</b>	
<b>Last updated</b>	2020. 12. 11