

Title:

Implementing Service Management: Part 1 - Service Level Management

Word Count:

408

Summary:

What is Service Level Management?

Service Level Management is one element of the 11 ITIL disciplines, and details the need to pl

Service Level Agreements are one component of Service Level Management; these are documented a

Keywords:

Article Body:

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^Implementing effective Service Level Management can dramatically increase an organisation's a

Why introduce Service Level Management?

Service Level Management is fundamental to an effective service provision, however it's a topi

How best to introduce Service Level Management into the Business?

When implemented successfully Service Level Management benefits can be achieved by organisatio

Educating the end user community is a key factor in implementing Service Level Agreements and

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