

Service Level Management

Objective 🎯

The objective of Service Level Management is to **establish a structured and collaborative framework for defining, negotiating, monitoring, and evolving service levels between the service provider and its stakeholders** (users, business units, internal teams, and suppliers). This process ensures that services are delivered under clearly agreed conditions, measured effectively, and continuously improved.

Scope 🌐

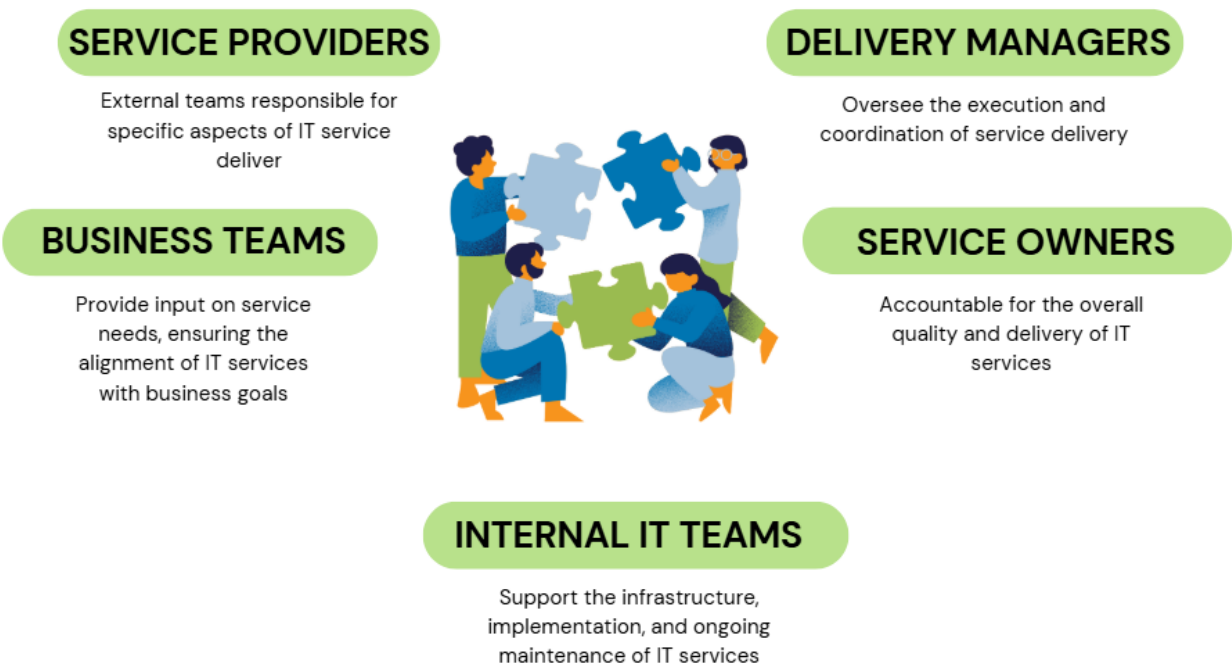
This initiative encompasses **all IT services**, involving various stakeholders:

- **End-users:** Individuals utilizing IT services.
- **Business Units:** Stakeholders who rely on IT services to meet operational needs.
- **Internal IT Teams:** Teams responsible for the execution and support of IT services.
- **IT Service Providers:** External providers contributing to the delivery of IT services.

Main activities 📋



Main roles & responsibilities 🧑🏫



Useful contacts 📞

 **Service Level process Leader : To be completed by the new team**

Need more info

➡ Click [here](#) for details on the process

➡ Click [here](#) for useful cards