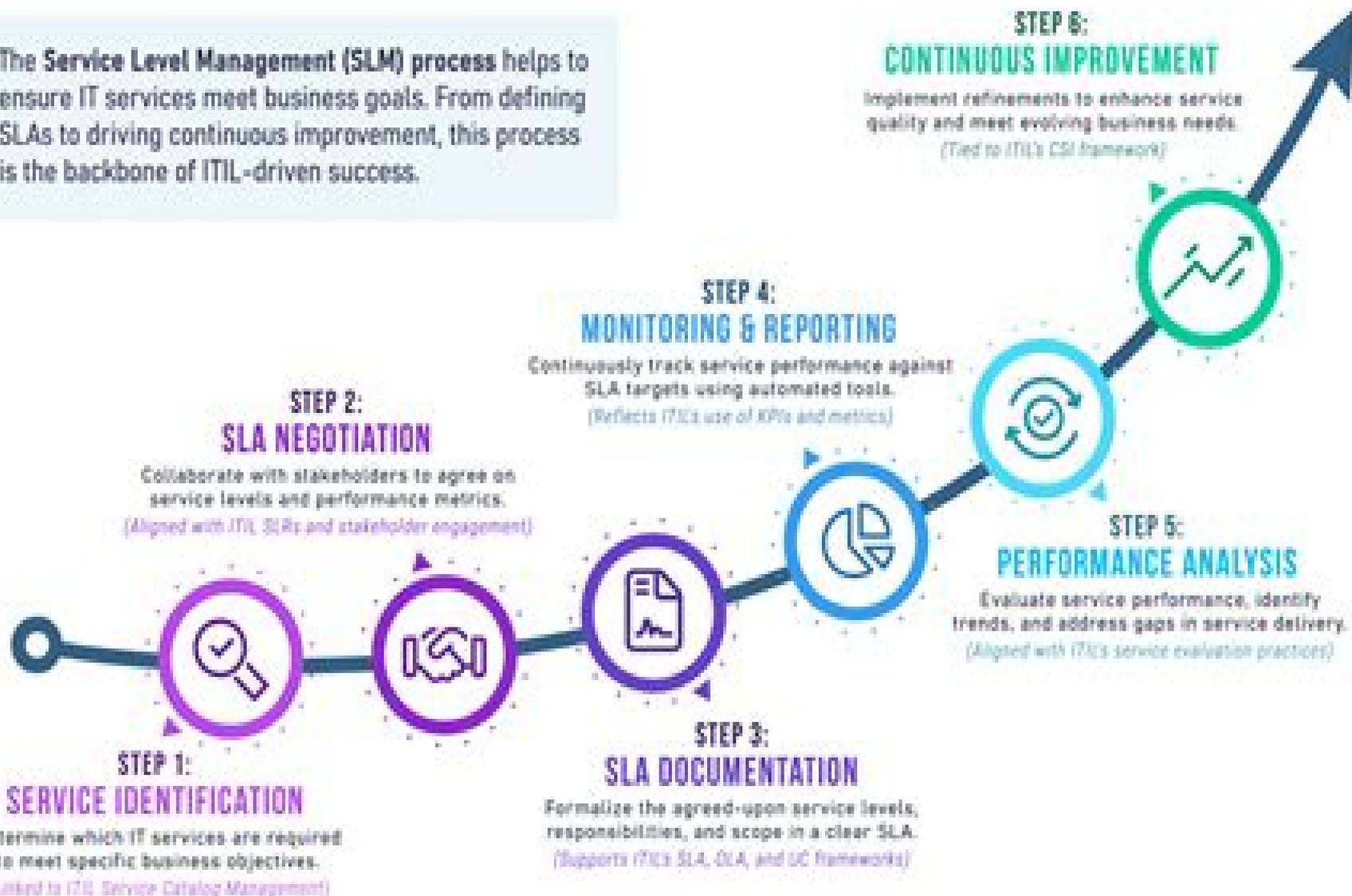


# ✓ ITIL Service Level Management (SLM) process

The Service Level Management (SLM) process helps to ensure IT services meet business goals. From defining SLAs to driving continuous improvement, this process is the backbone of ITIL-driven success.



# Checklist Itil Service Level Management

**Annelies van der Veen, Jan van Bon**



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IT services Included is managing the reaction to security incidents

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