
Service Level Management Framework [1]
Define a framework that provides a formalized service level management process between the customer and service provider. The framework should maintain continuous alignment with business requirements and priorities and facilitate common understanding between the customer and provider(s). The framework should include processes for creating service requirements, service definitions, SLAs, OLAs and funding sources. These attributes should be organized in a service catalogue. The framework should define the organizational structure for service level management, covering the roles, tasks and responsibilities of internal and external service providers and customers.

There are no PSGs published for this topic; however, the topic is under review for future PSGs

Source URL: <http://gta.georgia.gov/psg/book-page/service-level-management-framework>