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## **Define and Manage Service Levels** [1]

Effective communication between IT management and business customers regarding services required is enabled by a documented definition of and agreement on IT services and service levels. This process also includes monitoring and timely reporting to stakeholders on the accomplishment of service levels. This process enables alignment between IT services and the related business requirements.

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**Source URL:** <https://gta.georgia.gov/psg/book-page/define-and-manage-service-levels>