# Service Level Management Process

Service Level Management

**Purpose**

Type in the nature of the process here.

**Related Policy**

* [IT Service Management Policy](https://sharepoint.jackson.com/sites/integrity/_layouts/15/WopiFrame.aspx?sourcedoc=%7be34fe42a-654a-469a-9d38-6612f00486dc%7d&action=view)

**Audience**

The following groups are responsible for adhering to this document:

* All JTS associates

**Procedure**

|  |  |  |
| --- | --- | --- |
| Step | Responsible | Action |
| 1 | Team | Add description of duties to be completed here. |
| 2 | Team | Add description of duties to be completed here.   1. If 2. If |
| 3 | Team | Add description of duties to be completed here.   1. If 2. If |
| 4 | Team | Add description of duties to be completed here.   1. If    1. If |
| 5 | Team | Add description of duties to be completed here.   1. If 2. If |
| 6 | Team | Add description of duties to be completed here.   1. If 2. If |
| 7 | Team | Add description of duties to be completed here.   1. If 2. If |
| 8 | Team | Add description of duties to be completed here.   1. If 2. If |
| 9 | Team | Add description of duties to be completed here.   1. If 2. If |
| 10 | Team | Add description of duties to be completed here.   1. If 2. If |
| 11 | Team | Add description of duties to be completed here.   1. If 2. If |
| 12 | Team | Add description of duties to be completed here.   1. If 2. If |
| 13 | Team | Add description of duties to be completed here.   1. If    * If |
| 14 | Team | Add description of duties to be completed here.   1. If 2. If |

**Modification**

The following associates can make modifications to this document:

* Manager, Service Level Management
* Director, IT Service Management
* Vice President, Service Delivery
* Chief Technology Officer, PGDS

|  |  |
| --- | --- |
| Service Level Management Process | |
| Responsible Party: Anna Carter, Manager, Service Level Management Approving Authority: Abdul Golden, Director, IT Service Management | Date Created:  Last Modified:  Last Reviewed: |