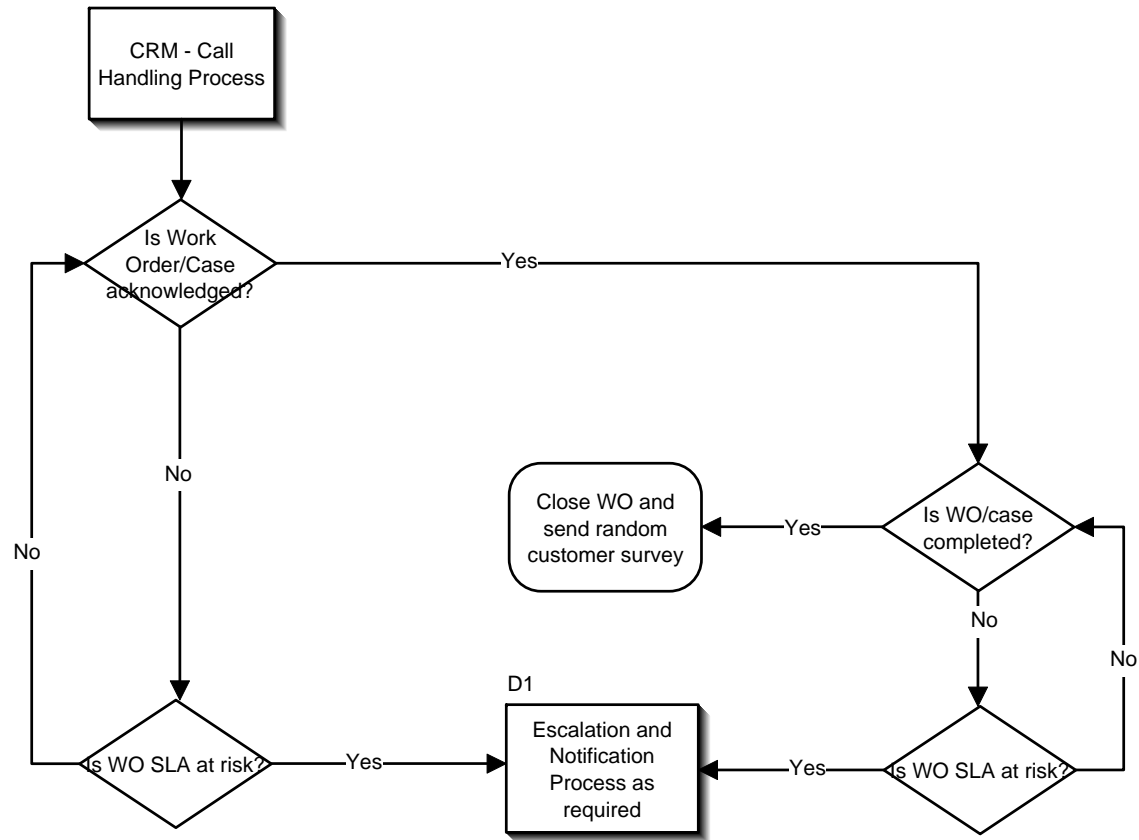


CRM - Service Level Agreement (SLA) Monitoring Process

B

Process Owner: Donna Campbell



DRAFT
6/02/04