



# Service Management Office Charter

The Service Management Office is a team of Information Technology partners dedicated to managing and evolving technology services at Bridgewater State University.

To fulfill this mission, the Service Management Office will collaboratively:

- Apply appropriate frameworks and best practices
- Align technology services with University strategic priorities
- Maintain a comprehensive catalog of technology services
- Manage change while sustaining high-quality technology services
- Promote continuous service improvement and innovative outcomes

"Serving your needs. Exceeding your expectations."

**BRIDGEWATER STATE UNIVERSITY**

