# Department & Location Configuration – Working Session Agenda

Purpose: Establish a consistent structure for Departments and Locations in Freshservice to support automation, SLAs, and reporting.

Agenda Items:

* Review existing departments and location lists
* Standardize naming conventions (e.g., 'Human Resources' vs. 'HR')
* Confirm how departments align to service catalog visibility
* Determine how locations will affect SLAs and business hours
* Identify the owner for department and location metadata governance