#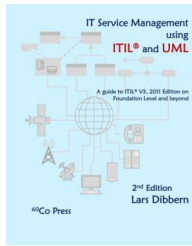 IT Service Management using ITIL® and UML, 2nd edition: A guide to IT service management and ITIL® V3, 2011 Edition on Foundation Level and beyond

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