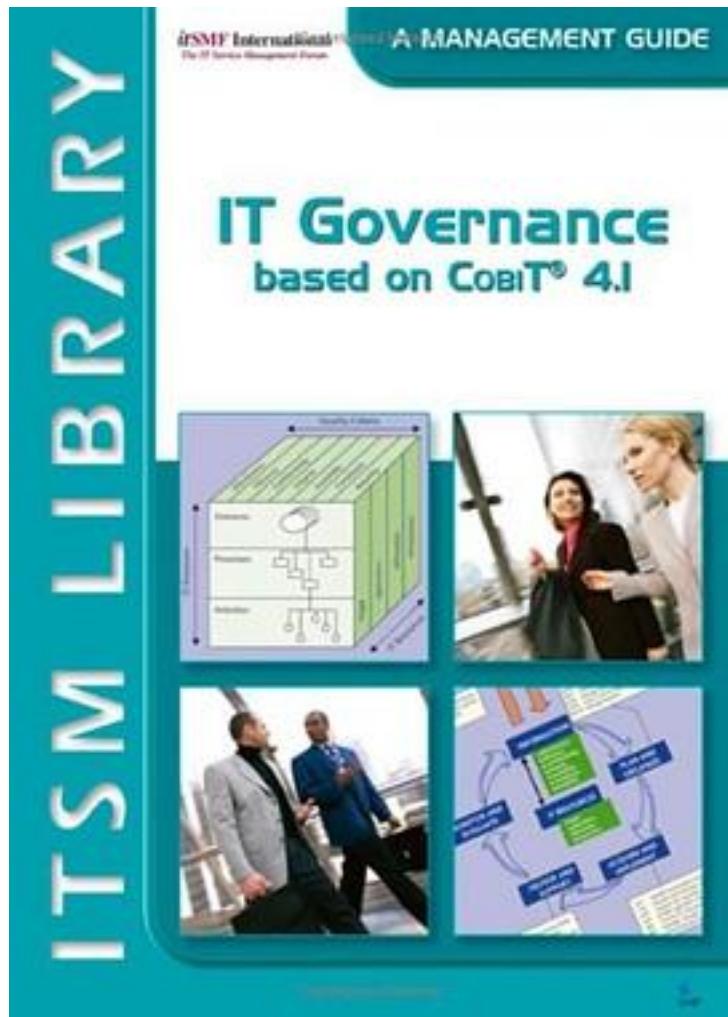


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评论

第一章关于ITIL、EFQM、BSC和COBIT的发展历程还不错。

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