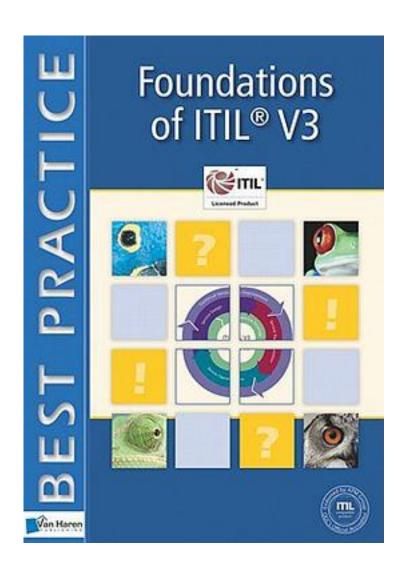
## Foundations of IT Service Management Based on ITIL V3



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