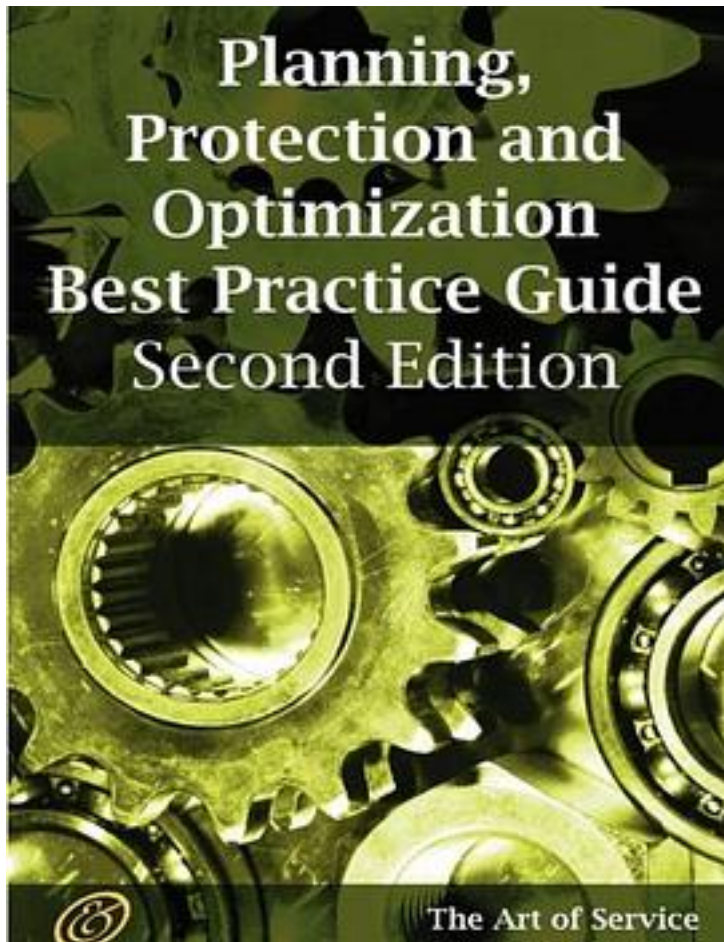


# ITIL V3 Service Capability PPO - Planning, Protection and Optimization of IT Services Best Practices Study and Implementation Guide, Second Edition



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出版者:Emereo Pty Ltd

出版时间:2009-09-10

装帧:Paperback

isbn:9781742441832

作者介绍:

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