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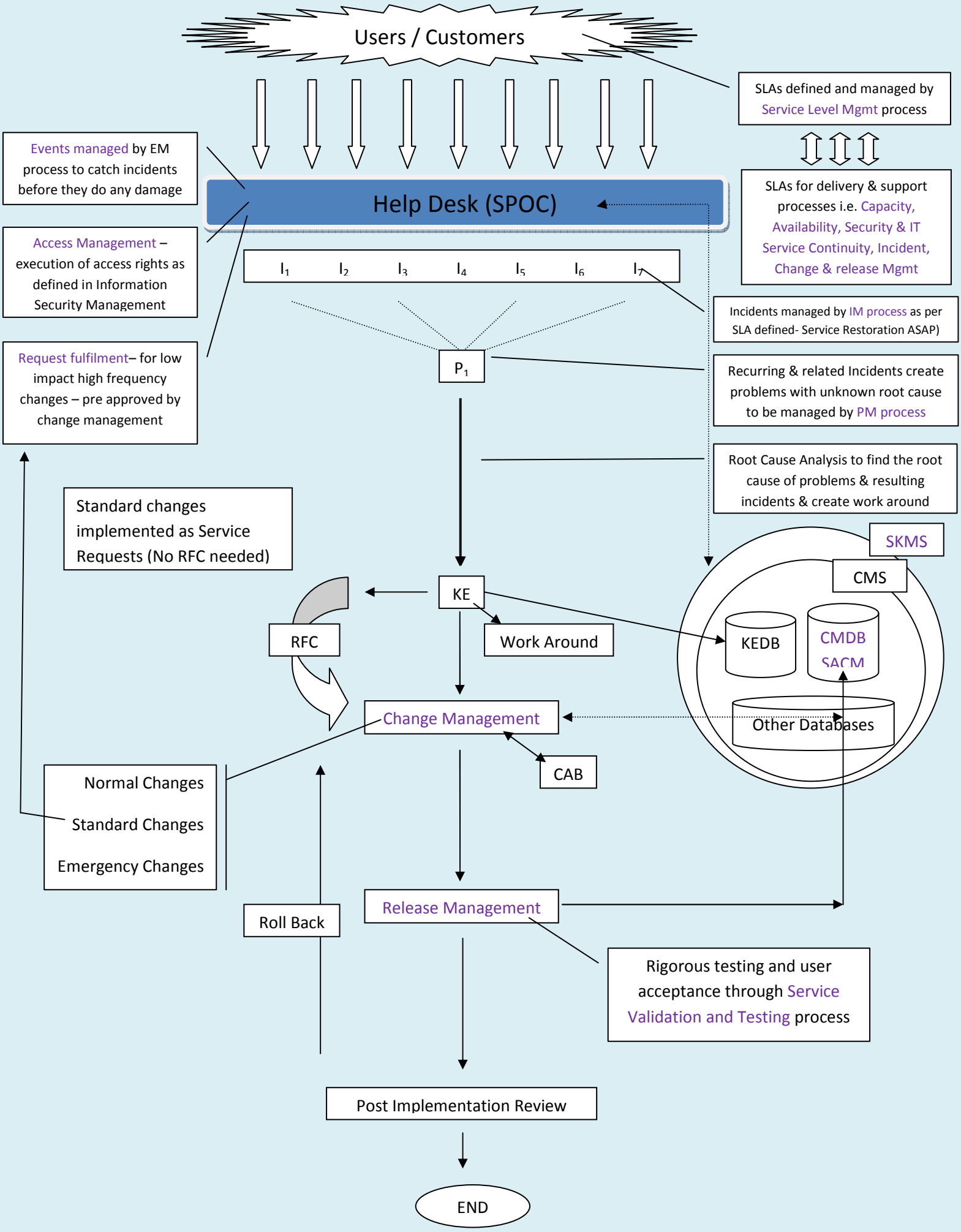
Service Management
Best Practice based on ITIL

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