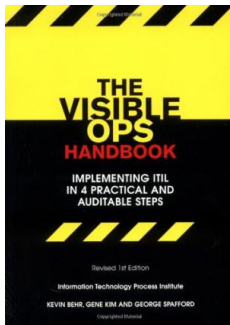


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THE VISIBLE OPS HANDBOOK: IMPLEMENTING ITIL IN 4 PRACTICAL AND AUDITABLE STEPS



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- Authored by Kevin Behr; Gene Kim; George Spafford
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