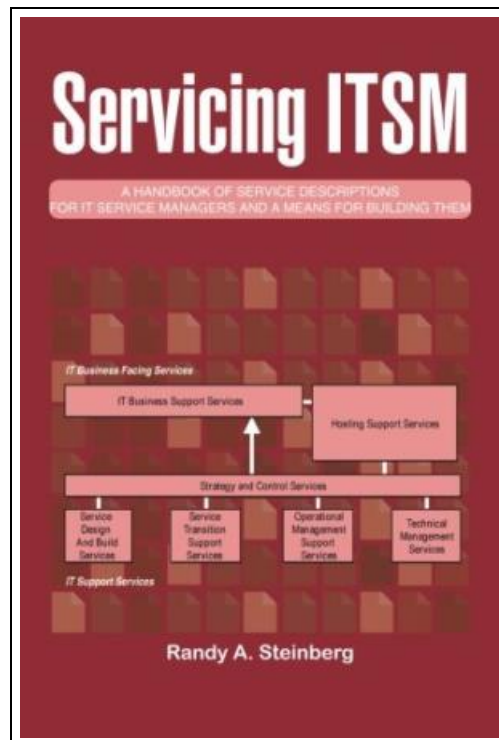# Servicing ITSM: A Handbook of Service Descriptions for it Service Managers and A Means for Building Them

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