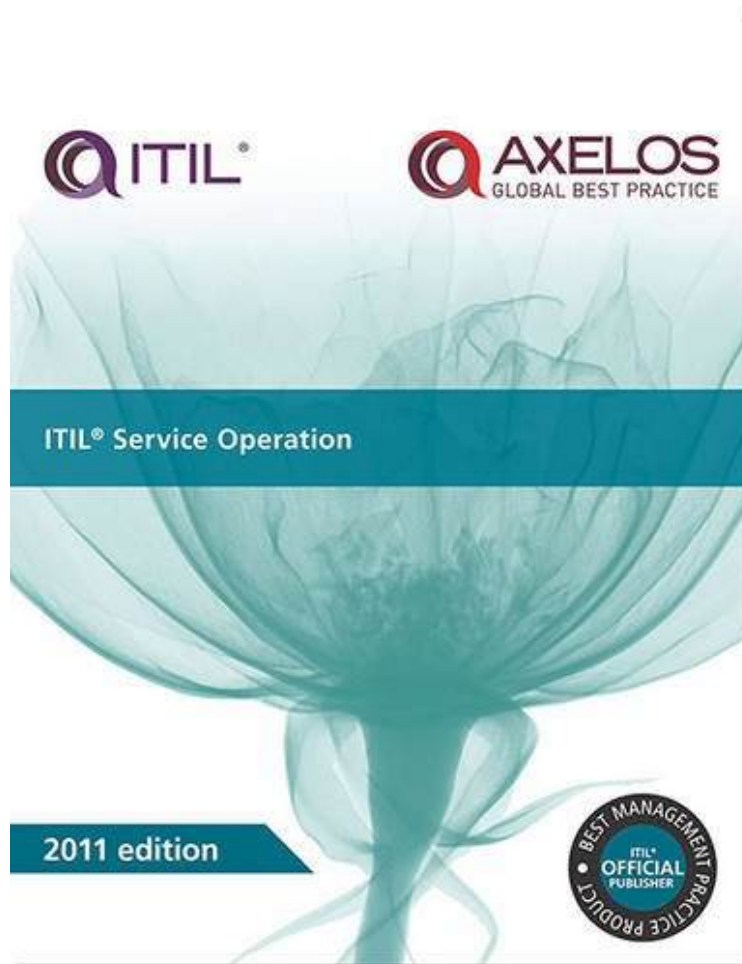


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ITIL Service Operation (Best Management Practices)

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