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ITIL Lite: A Road Map To Full Or Partial ITIL Implementation, 2012, 131 Pages, Malcolm Fry, Stationery Office, 0113313837, 9780113313839, Stationery Office,

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Measure Agency Liaison Program Success. IOT's ITSM-ITIL Roadmap Maintained By The Deputy CAO "John Toole IOT Service Management (SM) Department

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© DevOps Institute About The Author Jayne Groll Is An ITIL Expert, Certified ScrumMaster, Certified Agile Service Manager (CASM) And

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