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ITIL Lite: A Road Map To Full Or Partial ITIL ...The ITIL V3 Factsheet Benchmark Guide , Michael Wedemeyer, Claire Engle, 2007, Business & Economics, 132 Pages. New ITIL V3! Real-life Use, Insights And Applications For All ITIL V3 Processes \* 100% Re-researched Edition Includes 5 Lifecycle Phases, 19 Processes, 4 Functions, 51 Mindmaps. Jun 8th, 2024

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