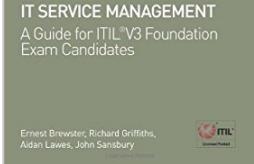




# IT Service Management - A Guide for ITIL® V3 Foundation Exam Candidates

By Ernest Brewster, John Sansbury, Aidan Lawes



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- Sales Rank: #3141783 in Books
- Published on: 2010-02-17
- Original language: English
- Number of items: 1
- Dimensions: 9.61" h x .46" w x 6.69" l, 1.10 pounds
- Binding: Paperback
- 216 pages



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