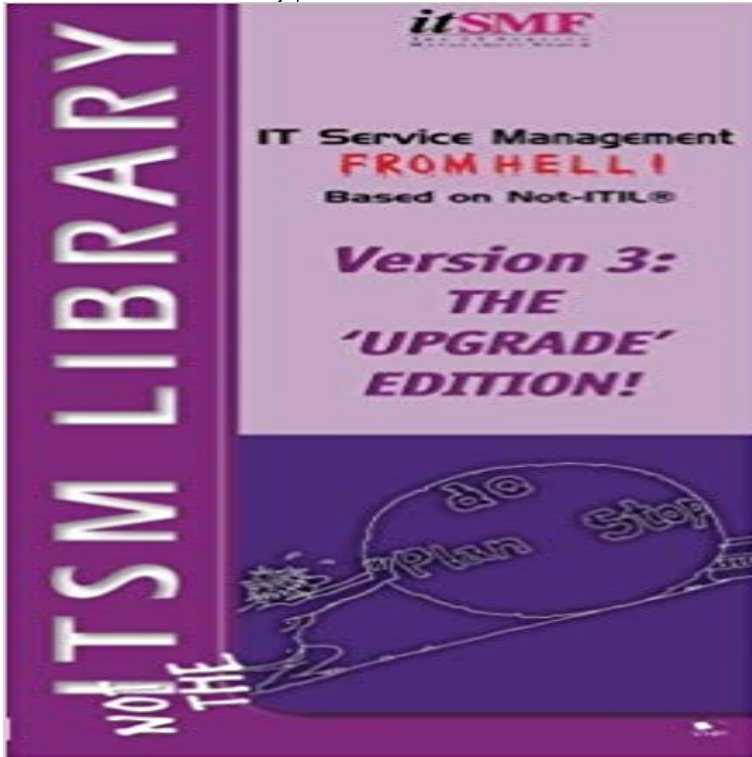


# IT Service Management from Hell based on Not ITIL v3: A Guide to Service Management



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