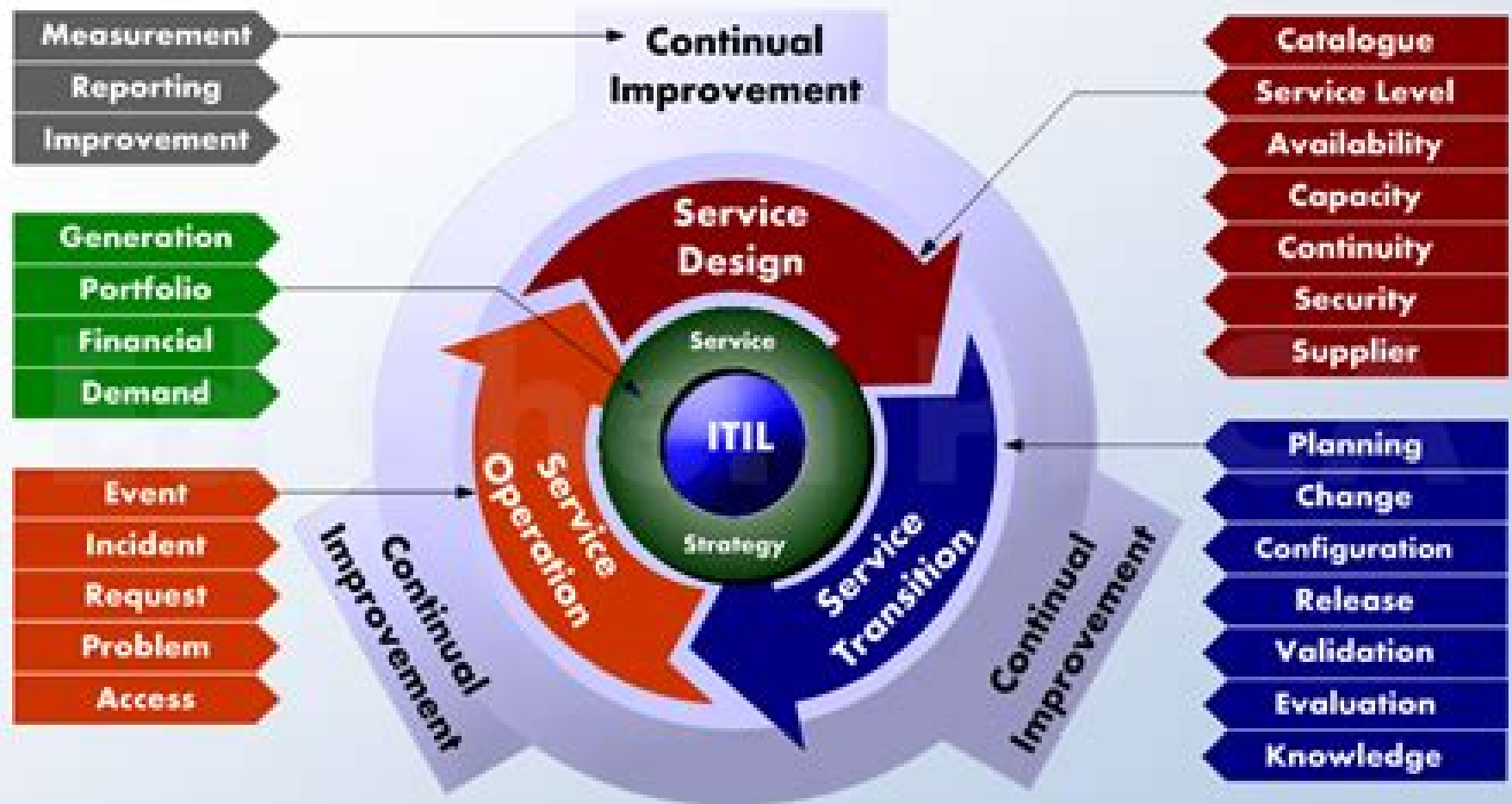


# ITIL V3.0 Framework



# Itil V3 Guide Pratique

**Jean-Guy Ahanda, Gilles Teneau**



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