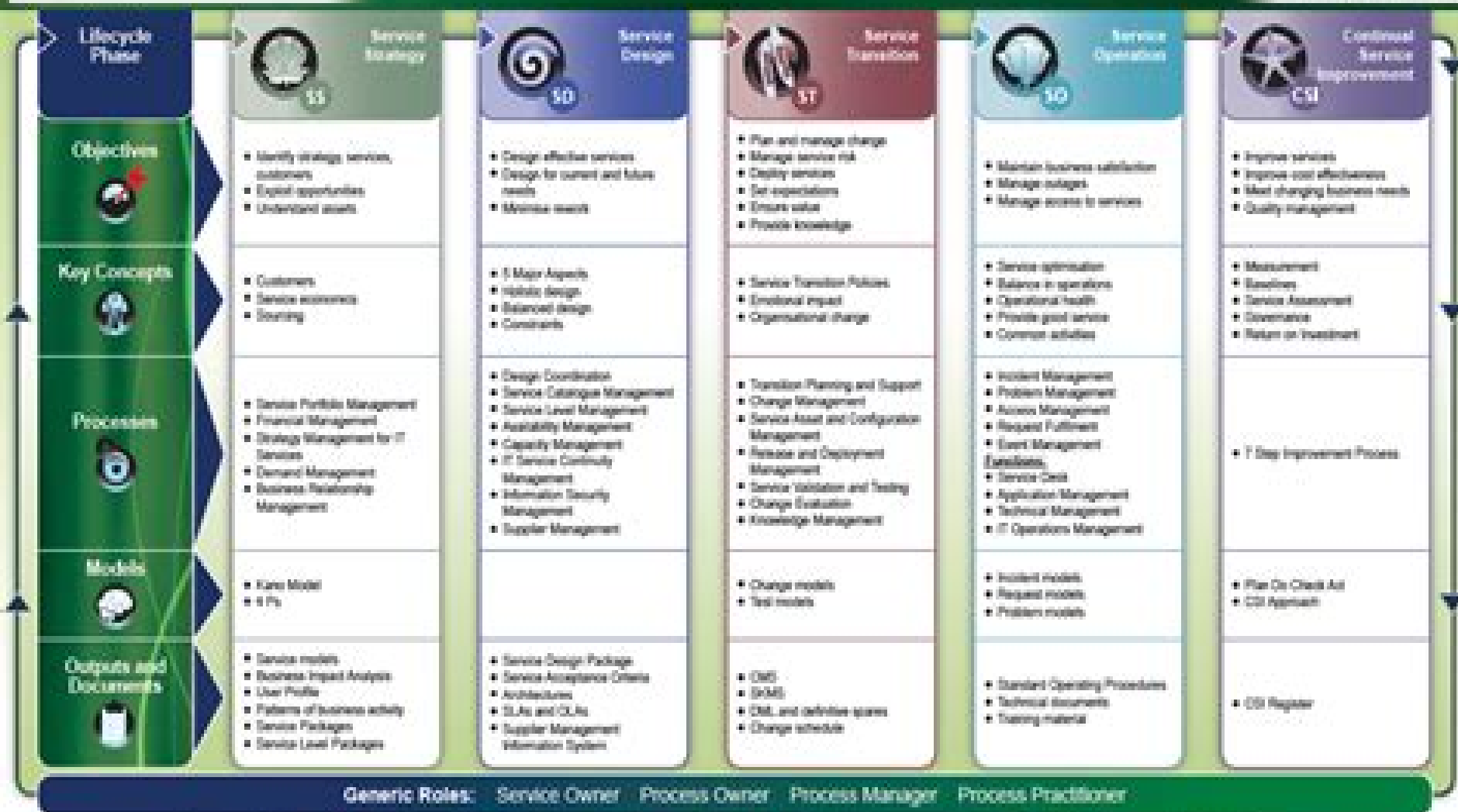




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IT Service Management Ernest Brewster, Richard Griffiths, Aidan Lawes, John Sansbury, 2010-02-24 ITIL R is a framework for IT service management and provides best management practice to meet ISO IEC 20k This guide introduces ITIL both to Foundation Exam candidates and to people who require a practical understanding of IT service management An ITIL R Licensed Product

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Robertson,2019-07-11 The book provides a comprehensive approach to configuration management from a variety of product development perspectives including embedded and IT It provides authoritative advice on how to extend products for a variety of markets due to configuration options The book also describes the importance of configuration management to other parts of the organization It supplies an overview of configuration management and its process elements to provide readers with a contextual understanding of the theory practice and application of CM The book illustrates the interplay of configuration and

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