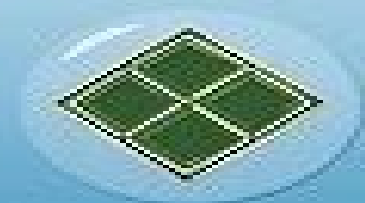


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# Itil V3 Certification Study Guide

**Ivanka Menken, Gerard Blokdijk**

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