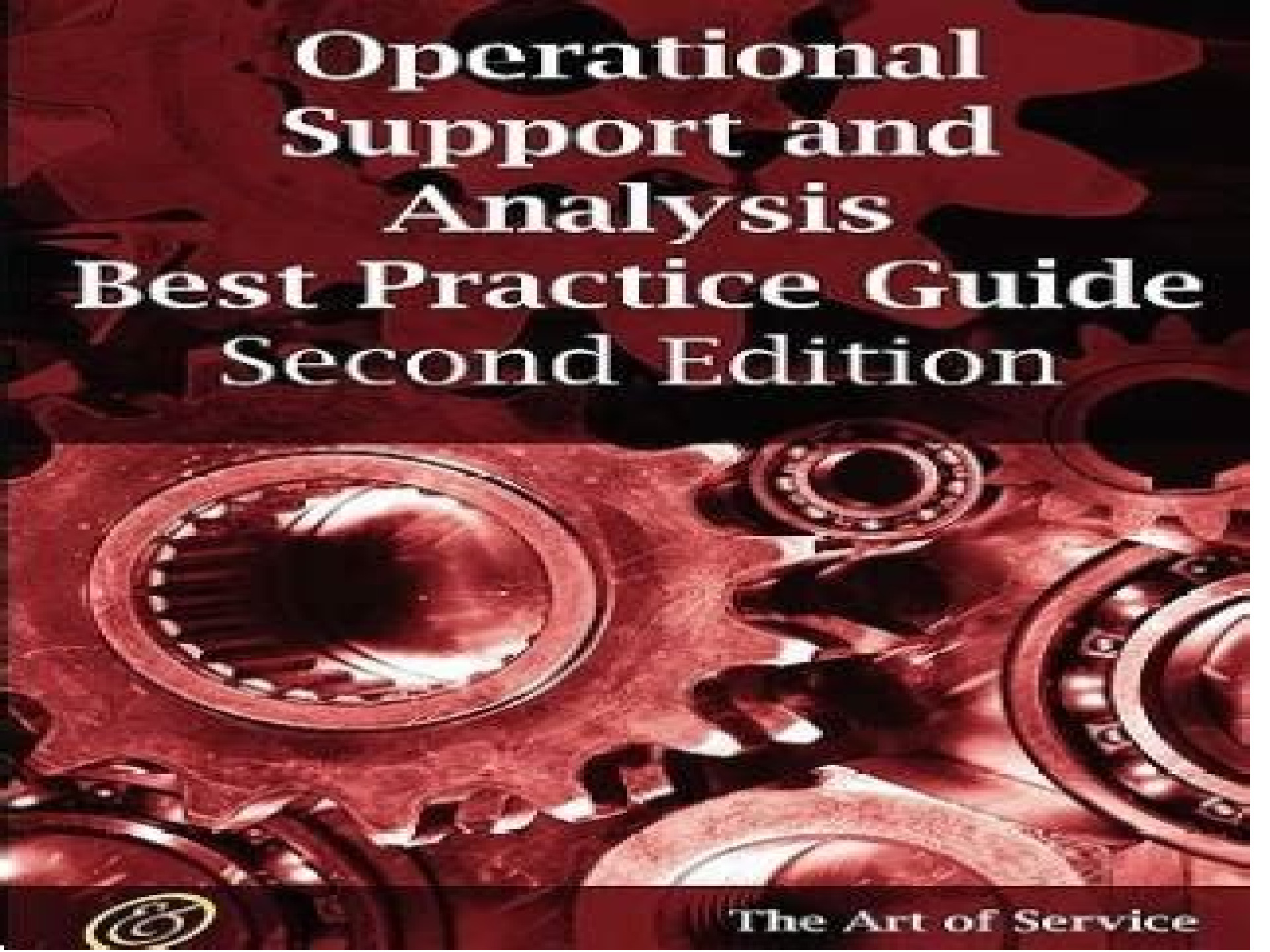




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The Art of Service

Itil Osa Study Guide

Wenbin Ji



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