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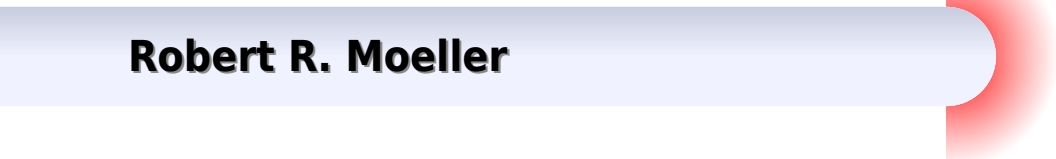
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Itil User Guide

Robert R. Moeller



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