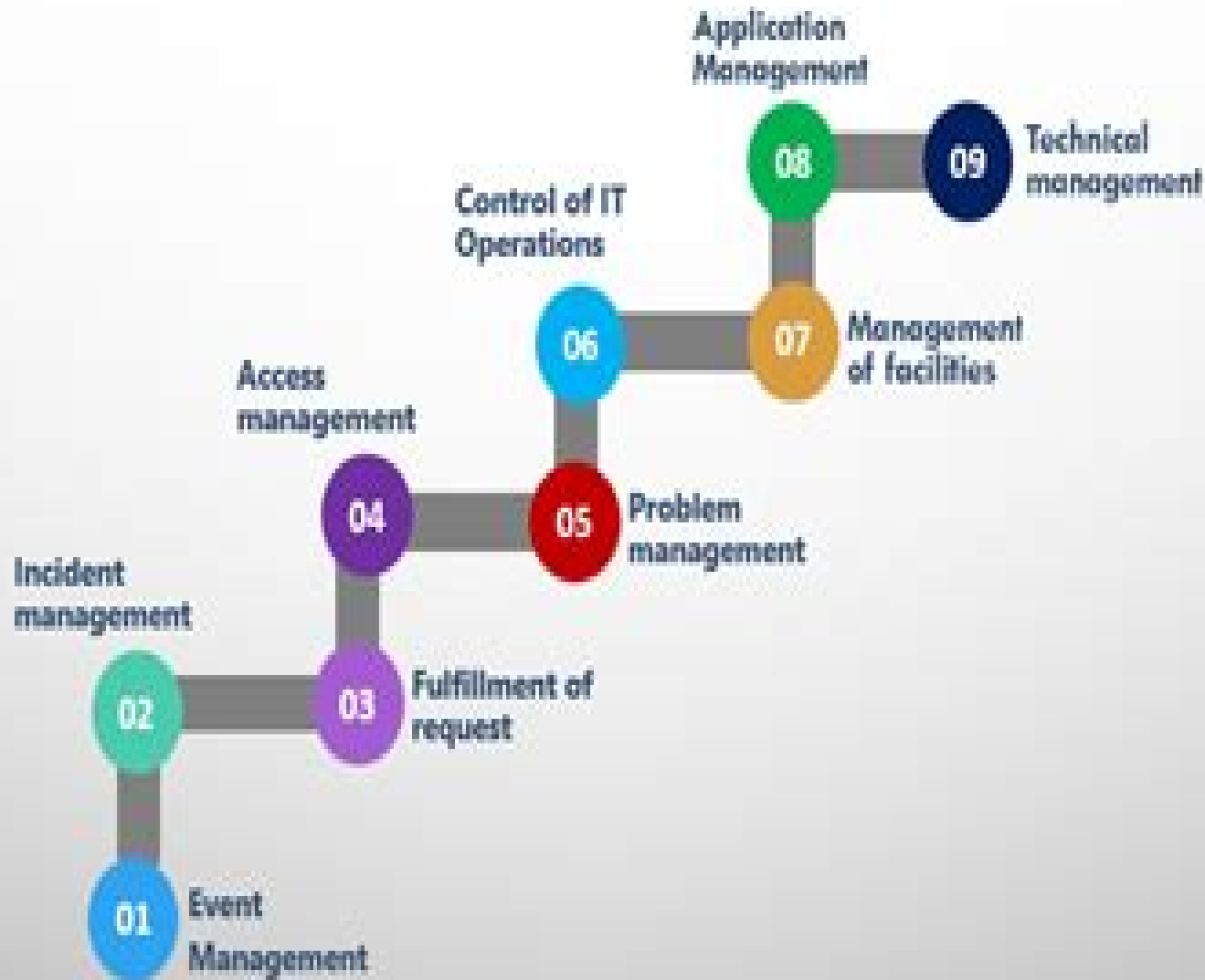


# Main Processes of Service Operation



# Itil Service Operation Managment

**Maria Manuela Cruz-Cunha,Joao  
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