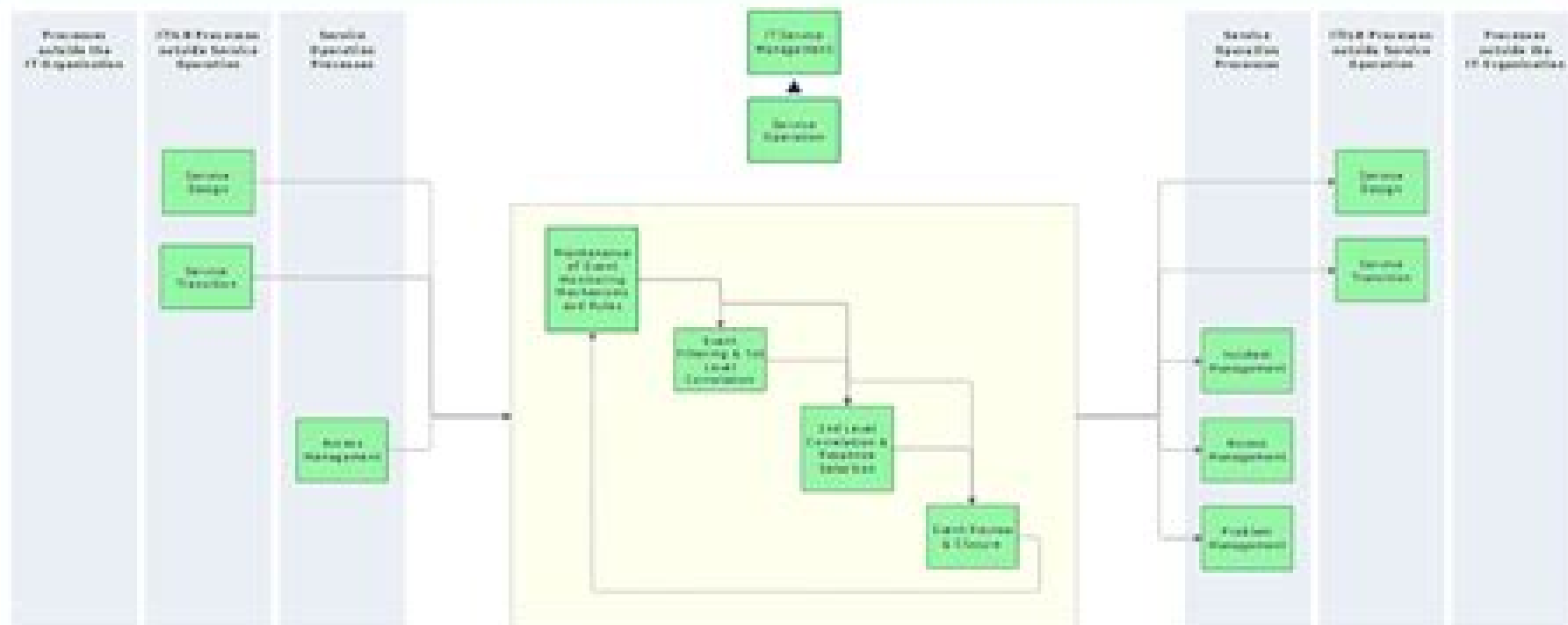


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Heikki Topi, Allen Tucker



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The Shortcut Guide to Improving IT Service Support Through ITIL Realtimerepublishers.com,2007

Computing Handbook, Third Edition Heikki Topi,Allen Tucker,2014-05-14 Computing Handbook Third Edition Information Systems and Information Technology demonstrates the richness and breadth of the IS and IT disciplines The second volume of this popular handbook explores their close links to the practice of using managing and developing IT based solutions to advance the goals of modern organizational environments Established leading experts and influential young researchers present introductions to the current status and future directions of research and give in depth perspectives on the contributions of academic research to the practice of IS and IT development use and management

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