ITIL™ Edition 2011 Processes & Functions

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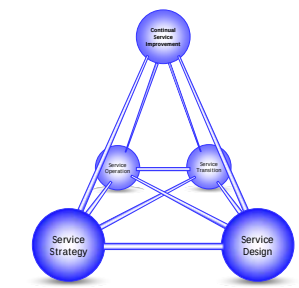
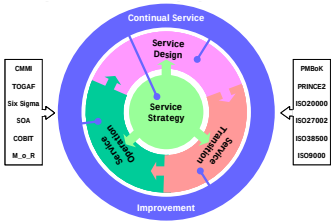
information technology infrastructure library



The ITIL Service Lifecycle is an integrated closed-loop system



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