



The ITIL V3 Factsheet Benchmark Guide - An Award-Winning ITIL Trainer s Tips on achieving ITIL V3 and ITIL Foundation Certification for ITIL Service Management

By The Art of Service; Ivanka Menken [Editor]; Michael Wedemeyer [Illustrator]; Claire Engle [Illustrator];

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Comprehensive guide! Its this type of very good read through. It is actually writter in simple words and phrases rather than difficult to understand. It is extremely difficult to leave it before concluding, once you begin to read the book.

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