

ISO/IEC 20000 Certification and Implementation Guide - Standard Introduction, Tips for Successful ISO/IEC 20000 Certification, FAQs, Mapping Responsibilities, Terms, Definitions and ISO 20000 Acronyms, 2008, 84 pages, Claire Engle, Gerard Blokdijk, Jackie Brewster, 1921523034, 9781921523038, Emereo Pty Limited, 2008

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