Source of knowledge

Recommended for further study - ITSM:

Title:	The IT Service Management Process Manual
Author:	James Persse
Copy editor:	Jane Chittenden
Publisher:	Van Haren Publishing, Zaltbommel, www.vanharen.net
Design & layout:	CO2 Premedia Bv, Amersfoort – NL
ISBN eBook:	978 90 8753 018 1
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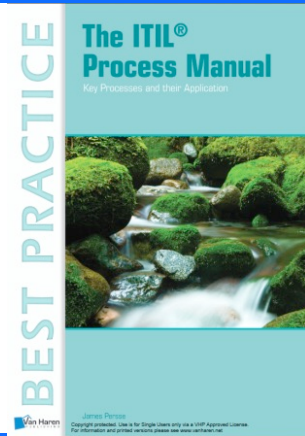
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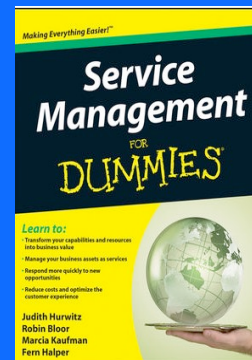First published in the United Kingdom in 2008 by IT Governance Publishing
ISBN 978-1-905356-40-9
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Author:	Pierre Bernard
Reviewers (Dutch edition):	Bert Boesjes (Sogeti Nederland)
	Dick Pondman (Leaneraz)
	René Visser (Pink Elephant)
Publisher:	Van Haren Publishing, Zaltbommel, www.vanharen.net
Design & layout:	CO2 Premedia, Amersfoort
NUR code:	981 / 123
ISBN Hard copy:	978 94 018 0017 4
ISBN eBook:	978 94 018 0556 8
ISBN ePub:	978 94 018 0557 5
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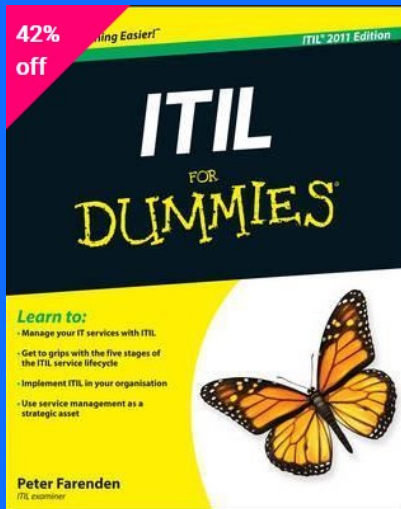ISBN: 978-0-470-44058-2

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ISBN10: 9087537018

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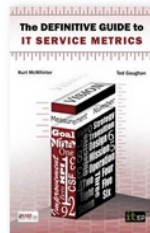
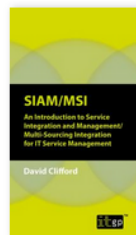## The Definitive Guide to IT Service Metrics

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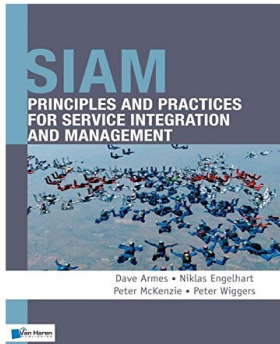
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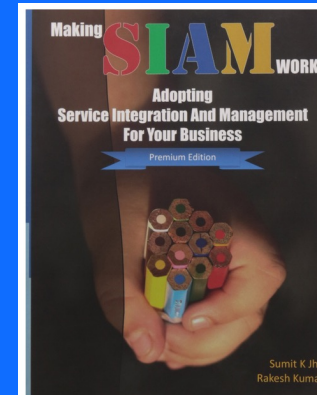Publisher: IT Governance Publishing

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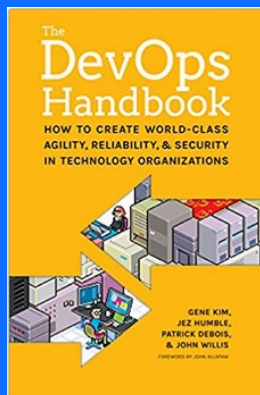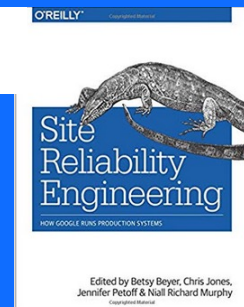
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