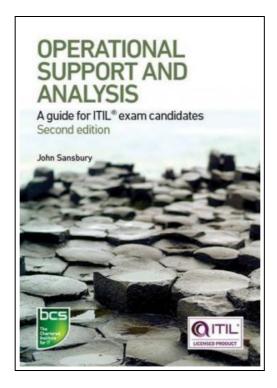
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OPERATIONAL SUPPORT AND ANALYSIS: A GUIDE TO ITIL EXAM CANDIDATES (SECOND EDITION)



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