



# **The ITIL V3 Factsheet Benchmark Guide: An Award-Winning ITIL Trainers Tips On Achieving ITIL V3 And ITIL Foundation Certification For ITIL Service Management, Second Edition**

*Ivanka Menken*

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2009 Edn ITIL® (Information Technology Infrastructure Library) V3 Factsheet Benchmark guide including 5 Lifecycle phases, 19 Processes, 4 Functions, 51 Mindmaps & 29 other diagrams, for organizational IT Service Management.

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