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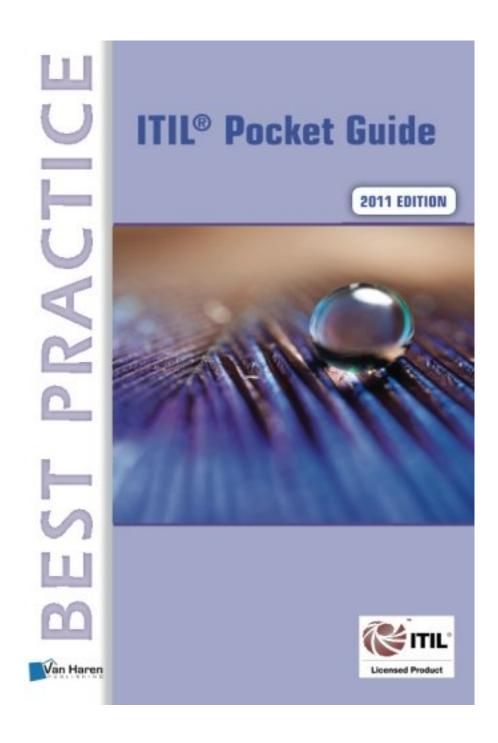**DOWNLOAD EBOOK : ITIL - A POCKET GUIDE 2011 (BEST PRACTICE (VAN HAREN PUBLISHING)) BY VAN HAREN PUBLISHING PDF**

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Jan van Bon, founder of the IT Service Management Forum in the Netherlands, is chief editor of ITSMF publications and currently manages ITSM PORTAL, the only Internet portal on IT Service Management.

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- Sales Rank: #611367 in Books
- Published on: 2011-12-30
- Released on: 2011-12-30
- Original language: English
- Number of items: 1
- Dimensions: 7.09" h x .44" w x 4.80" l, .39 pounds
- Binding: Paperback
- 188 pages

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