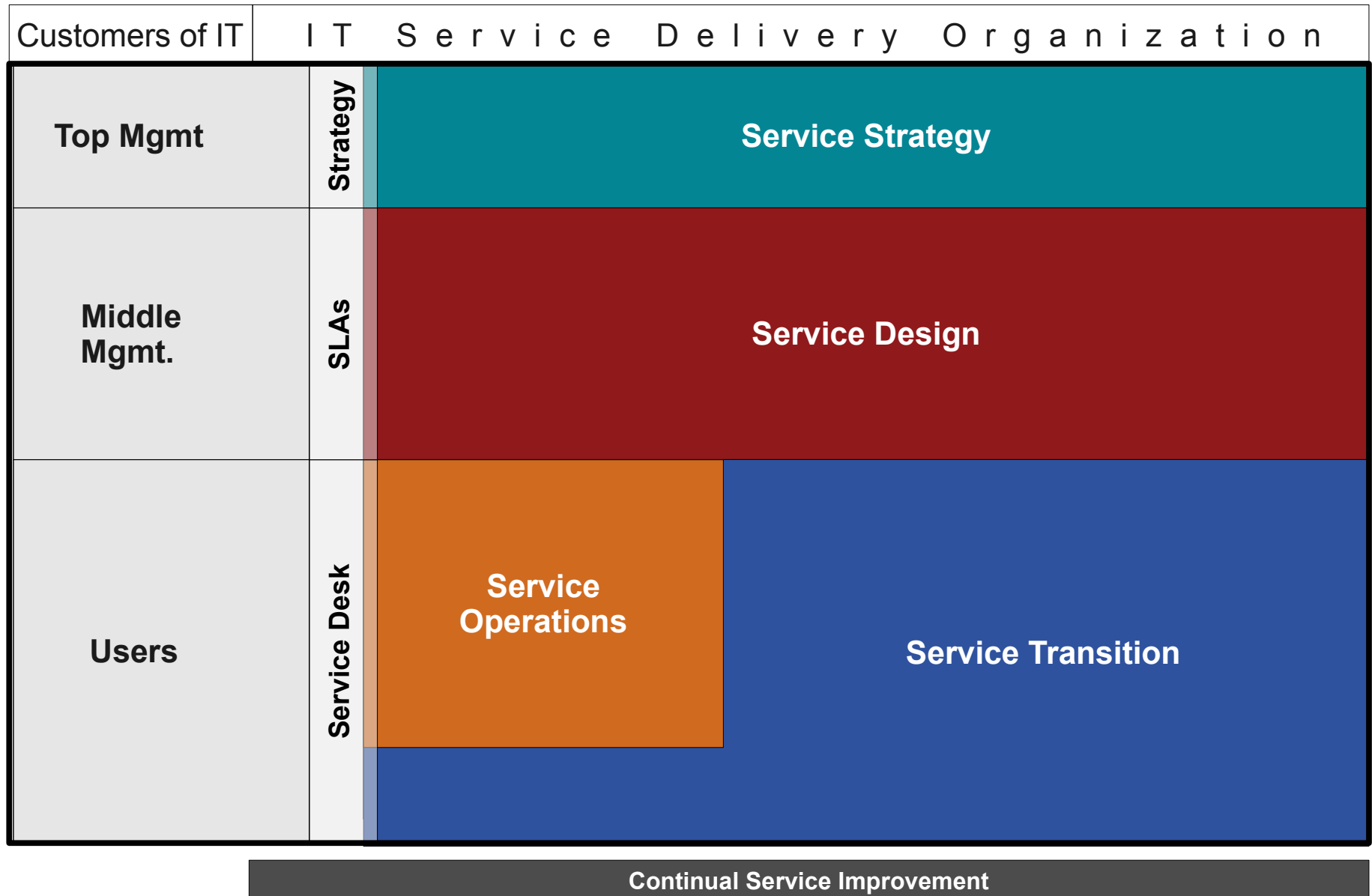


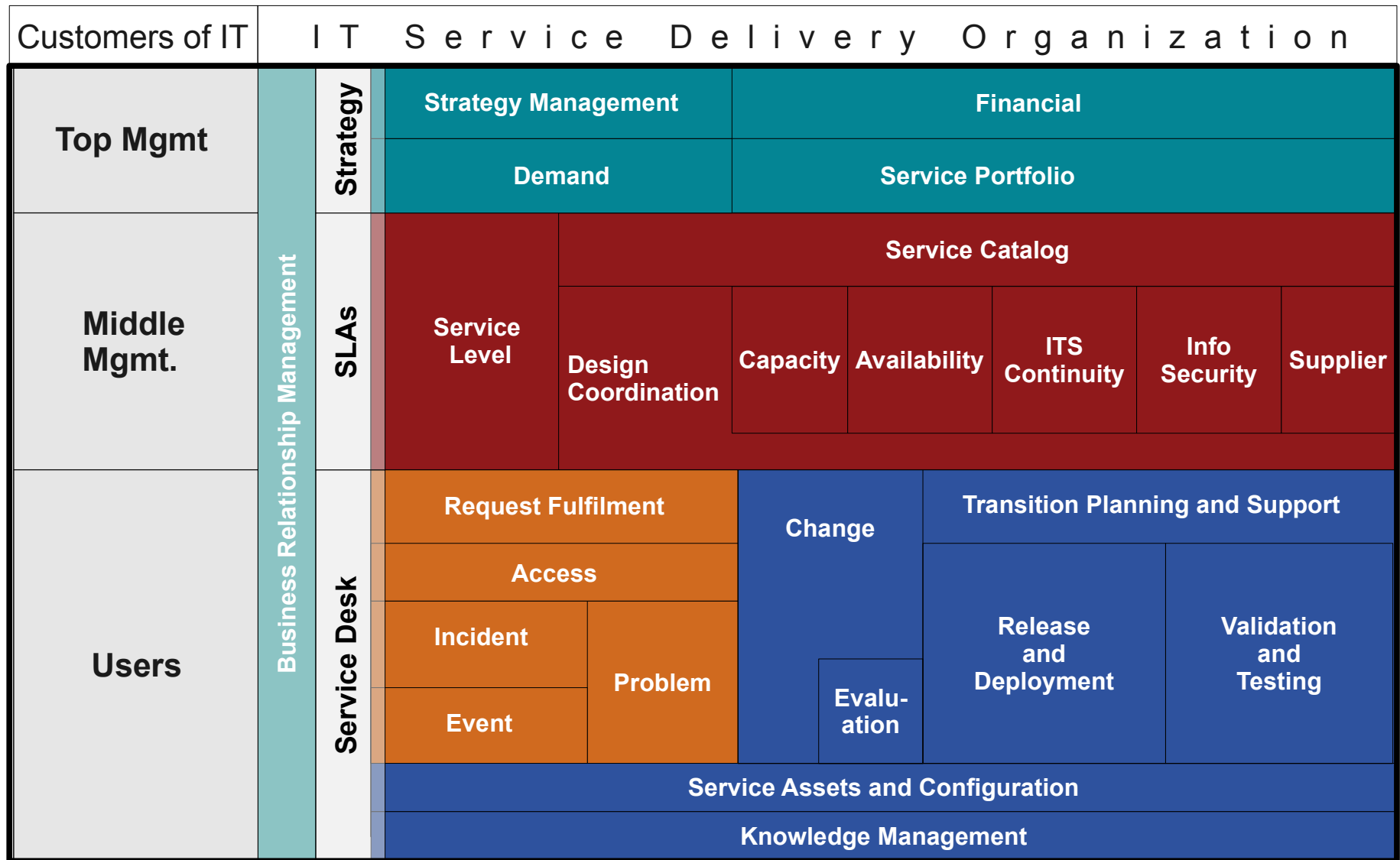
ITIL v3: The Map

(2011 version)



ITIL v3: The Map

(2011 version)



CSI 7 Step Improvement process