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**Information technology — Service  
management —**

**Part 11:  
Guidance on the relationship  
between ISO/IEC 20000-1 and service  
management frameworks: ITIL®**

*Technologies de l'information — Gestion des services —*

*Partie 11: Recommandations sur la relation entre l'ISO/IEC 20000-1  
et les référentiels de gestion de service: ITIL®*





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