

# ISO/IEC 20000 Certification and Implementation Guide

Standard Introduction, Tips  
for Successful ISO/IEC 20000  
Certification, FAQs, Mapping  
Responsibilities, Terms,  
Definitions and ISO 20000  
Acronyms



the art of  
**service**

# Iso Iec 20000 Certification And Implementation Guide

**Xiang Xie**



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