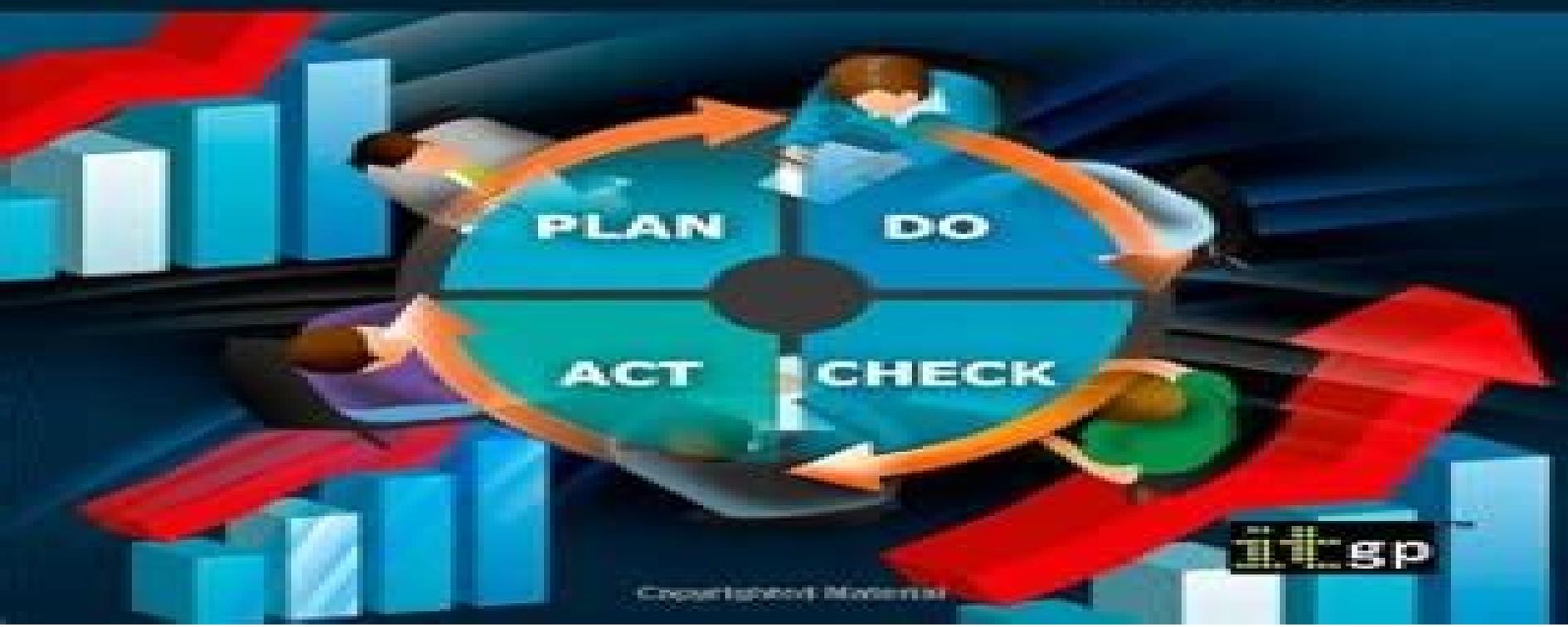


Implementing Service Quality based on ISO/IEC 20000

A Management Guide

Michael Kunas



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