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2 A propos A propos du document Ce document de r  f  rence sur le r  f  rentiel ITIL V3 a   t   r  alis   en se basant directement sur les 5 livres ITIL de la version 3 : Service Strategy, Service Design, Service Transition, Service Operation et Continual Service Improvement parus en 2007. Il est mis    la disposition de la communaut   francophone ITIL pour diffuser les

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