
**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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