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ITNOW, Volume 49, Issue 4, 1 July 2007, Pages 17,

<https://doi.org/10.1093/itnow/bwm007>

Published: 09 July 2007

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Abstract

A new set of ITIL core books, version 3, were released at the end of May, and accompanying Foundation level examinations have begun. Other qualifications and complementary products are to follow, based on the

renewed lifecycle approach to best practice in service management, as Helen Boddy reports.

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Online ISSN 1746-5710

Print ISSN 1746-5702

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