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Application Of Service Management Systems By
ISO/IEC/JTC 1/SC 7**

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which was a comprehensive standard designed to align to all of service management as specified in ISO/IEC 20000. However, market feedback was that organizations

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Erin Casteel is the Chair of the ISO/IEC working group responsible Project editor of ISO/IEC 20000-2:2012, Guidance on the Application of Service Management Systems

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