
**Information technology — Service
management —**

**Part 3:
Guidance on scope definition and
applicability of ISO/IEC 20000-1**

Technologies de l'information — Gestion des services —

*Partie 3: Recommandations pour la détermination du périmètre et
l'applicabilité de l'ISO/CEI 20000-1*



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Case postale 56 • CH-1211 Geneva 20
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Fax + 41 22 749 09 47
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