
**Information technology — Service
management —**

**Part 11:
Guidance on the relationship between
ISO/IEC 20000-1:2011 and service
management frameworks: ITIL®**

Technologies de l'information — Gestion des services —

*Partie 11: Relations entre ISO/IEC 20000-1:2011 et les référentiels de
gestion de service: ITIL®*



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ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org