
**Information technology — Service
management —**

**Part 12:
Guidance on the relationship between
ISO/IEC 20000-1:2011 and service
management frameworks: CMMI-SVC®**

Technologies de l'information — Gestion des services —

*Partie 12: Directives sur la relation entre l'ISO/IEC 20000-1:2011 et
les cadres de management du service: CMMI-SVC®*



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