



Technical Report

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Information technology — Service management —

Part 17: Scenarios for the practical application of service management systems based on ISO/IEC 20000-1:2018

Technologies de l'information — Gestion des services —

*Partie 17: Scénarios pour l'application pratique des systèmes de
gestion des services sur la base de l'ISO/IEC 20000-1:2018*

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