
**Information technology — Guidelines
for the application of ISO 9001:2008
to IT service management and its
integration with ISO/IEC 20000-1:2011**

*Technologies de l'information — Lignes directrices pour l'application
de l'ISO 9001:2008 pour la gestion des services IT et son intégration à
la norme ISO/CEI 20000-1:2011*



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