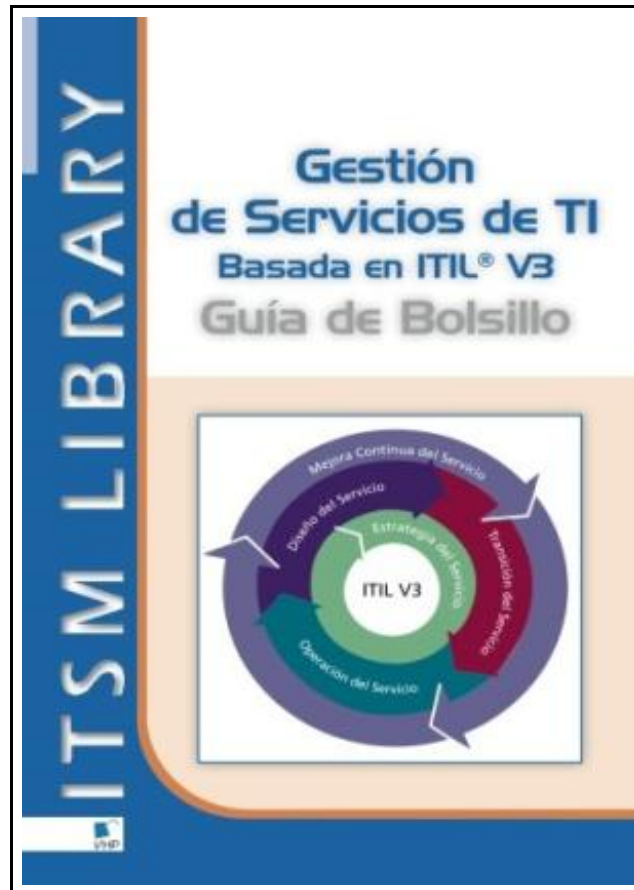# Gestion de Servicios ti Basado en ITIL - Guia de Bolsillo: Volume 3

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