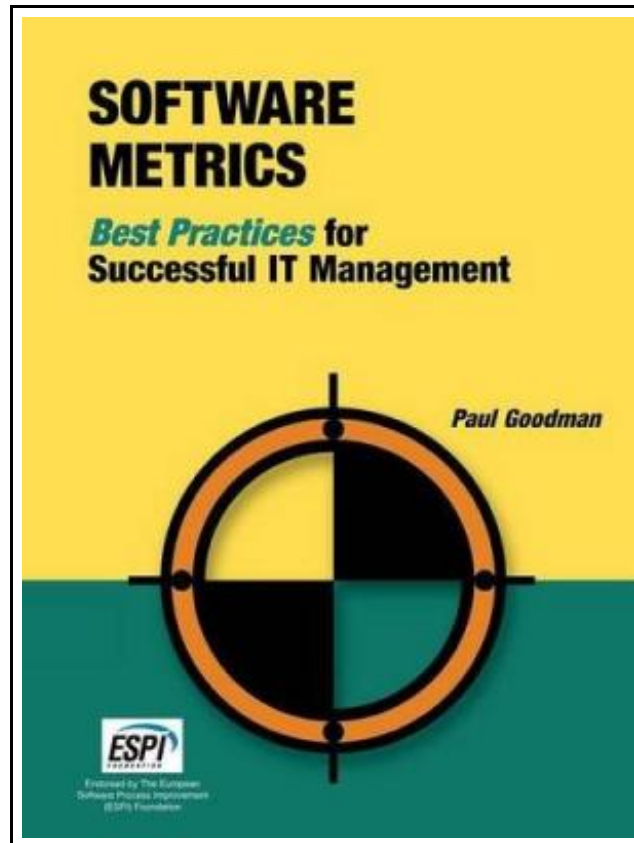


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SOFTWARE METRICS: BEST PRACTICES FOR SUCCESSFUL IT MANAGEMENT



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