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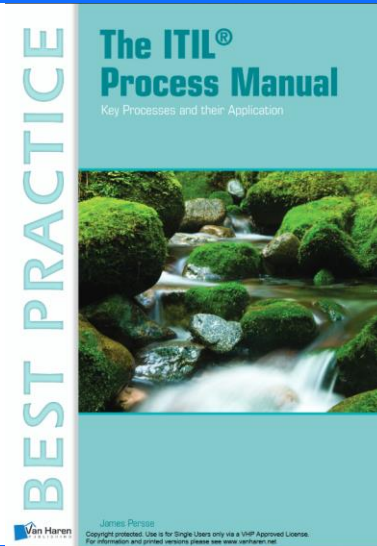
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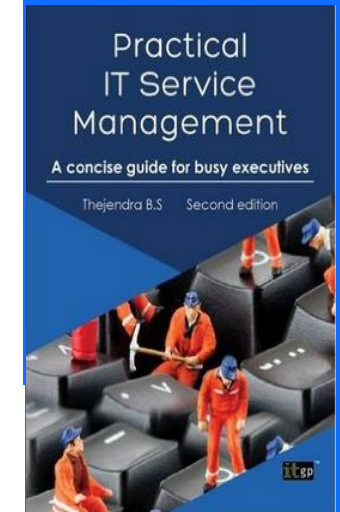Second edition

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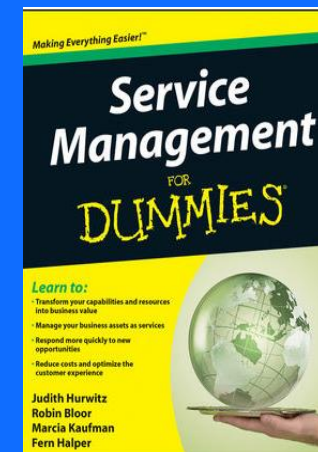
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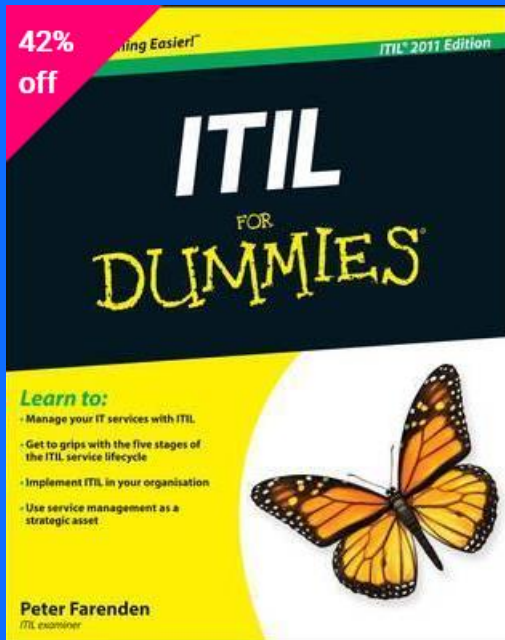Judith Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper

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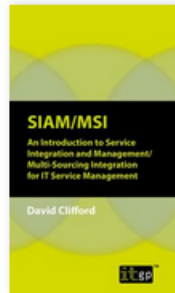## The Definitive Guide to IT Service Metrics

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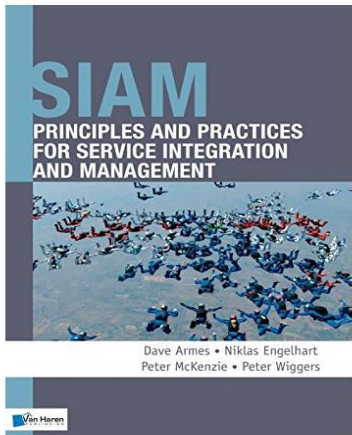
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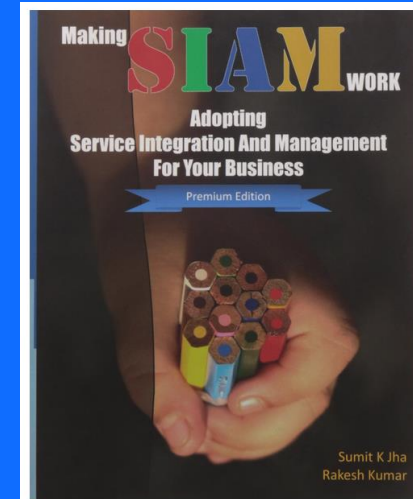
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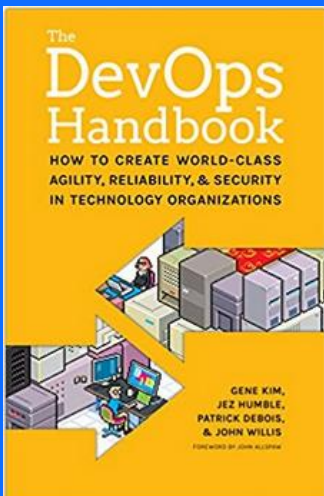
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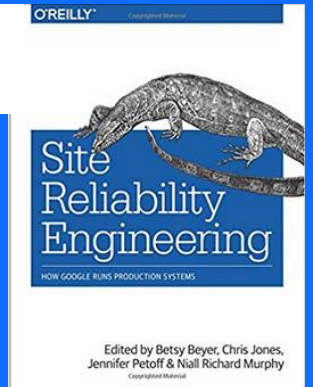by Sumit Kumar Jha ▼ (Author), Rakesh Kumar (Author), Shuchi K. Swami (Photographer)

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