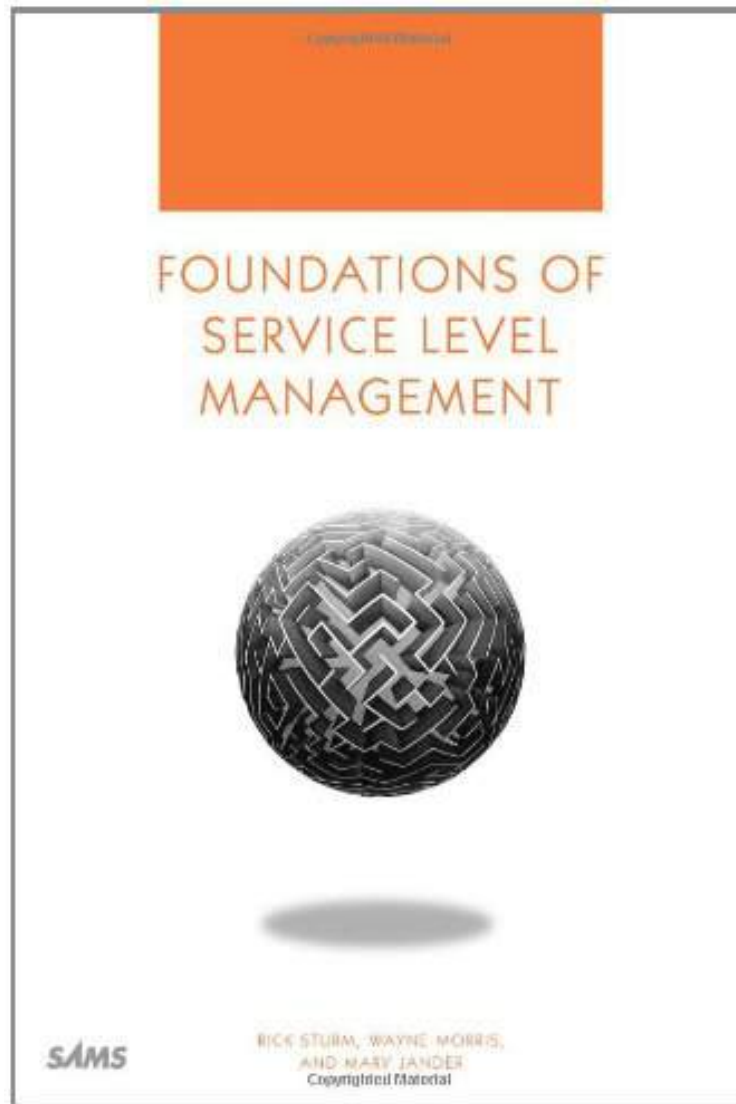


# Foundations of Service Level Management

*By Rick Sturm, Wayne Morris*



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