IT Service CMM, A Pocket Guide

Viktor Clerc, Frank Niessink

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A concise introduction to the IT Service Capability Maturity Model (IT Service CMM) - a maturity growth model that can be used to improve the processes of IT service providers. This title explains how the IT Service CMM can be applied to improve your organization, and enables you to have sufficient knowledge of the IT Service CMM with the model specification itself.

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