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Erin Casteel is the Chair of the ISO/IEC 27001 and ISO/IEC 20000-1 Official reviewer of 2011 ISO/IEC 20000 describes service management as

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ISO/IEC 20000 is the first international standard for IT service management. It was developed in 2005, by ISO/IEC JTC1/SC7 and revised in 2011. It is based

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