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- Hi, I'm Mark Thomas. Welcome to the ITIL Foundation course, ITIL 2011 version, Foundation courses. As many of you guys out there may have heard, that the ITIL infrastructure library has become the de facto framework in our IT service industry around IT service management. The course that you are about to look at, we have broken out into several modules, eight modules to be precise, and each ...

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Event Management (ITIL) - Wikipedia

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