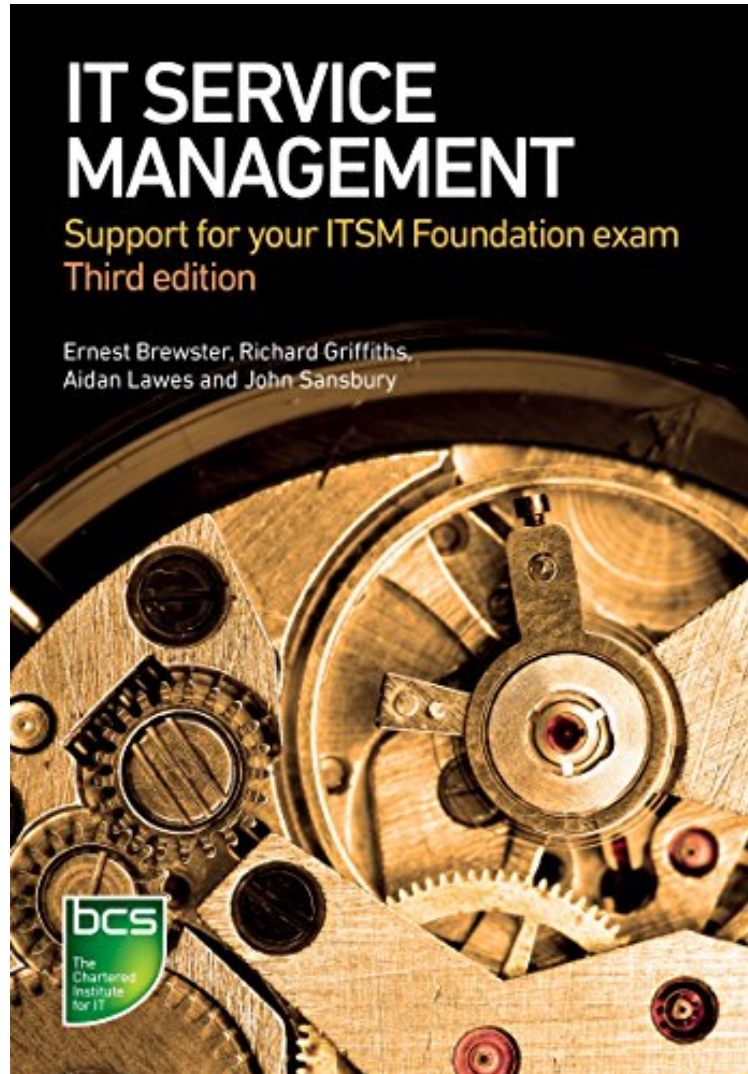


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## IT Service Management: Support for your ITSM Foundation exam

*John Sansbury, Ernest Brewster, Aidan Lawes, Richard Griffiths*

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