
**Information technology — Process
assessment —**

Part 8:

**An exemplar process assessment model
for IT service management**

Technologies de l'information — Évaluation des procédés —

*Partie 8: Un modèle d'évaluation des procédés exemplaire pour le
management des services IT*



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ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

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