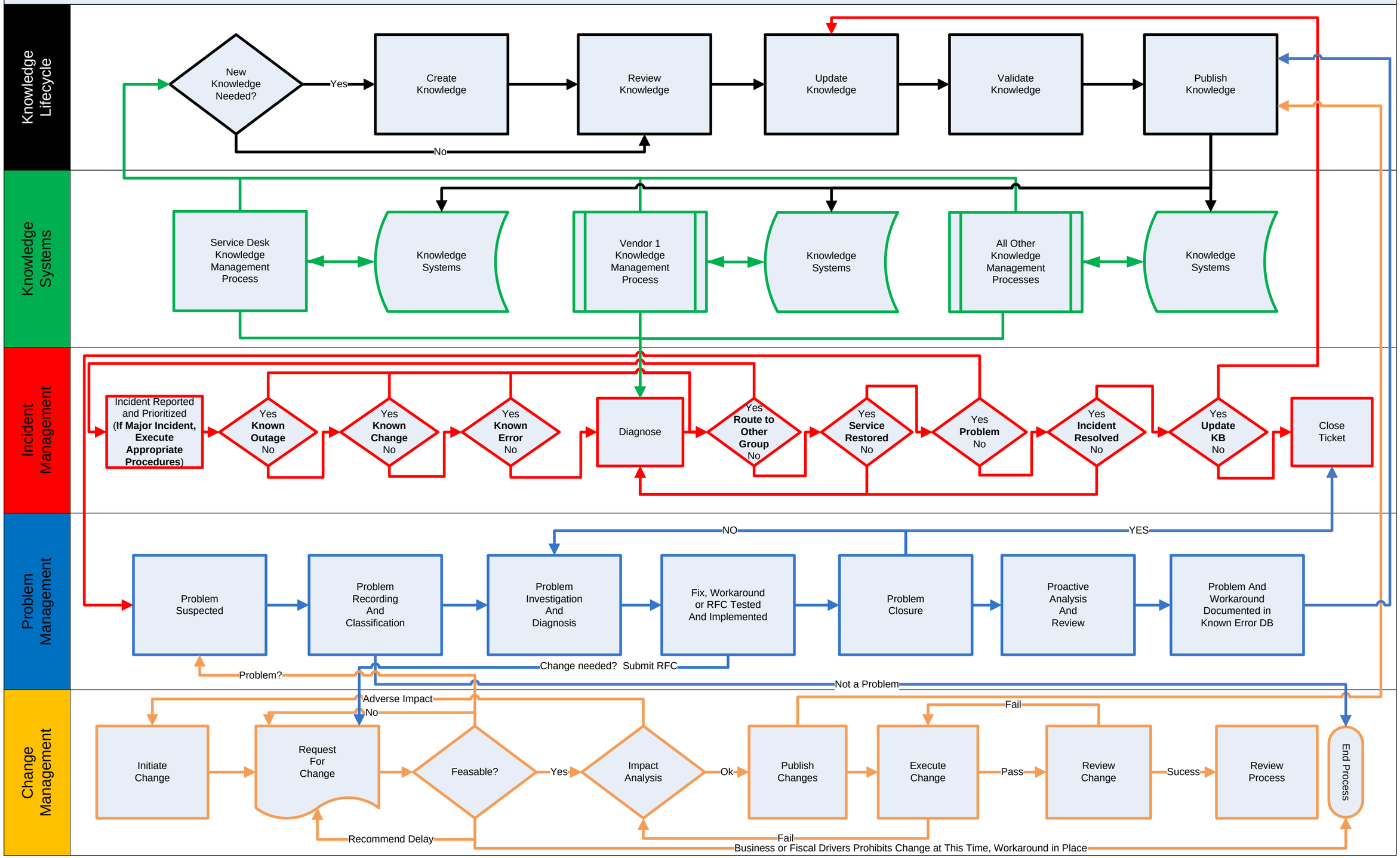
Incident, Problem, Change and Knowledge Management Process – Knowledge Management as an Integral Component of Effective Service Delivery

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