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By David Cannon

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Jan 28, 2012 David Cannon. Presidente de itSMF Internacional y Director del rea de Strategic Service Management en HP. co-autor del libro de ITILv3 de Operaci n del

Acknowledgements 2011 edition Authors and David Cannon, Emily Thanks are still due to those who contributed to the 2007 edition of Service Strategy,

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He is the coauthor of the ITIL 2007 service operation book and author of the ITIL 2011 service strategy David has degrees Clients who work with David Cannon

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