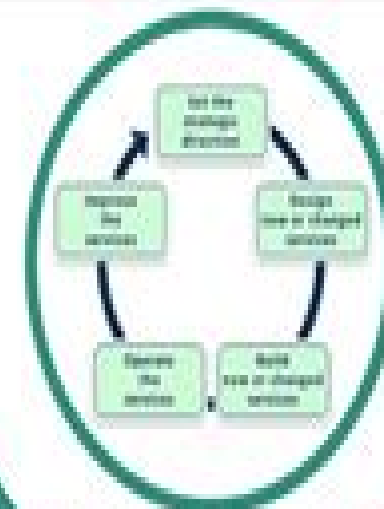




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26 service lifecycle processes

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## **Itil V3 2011 Study Guide:**

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