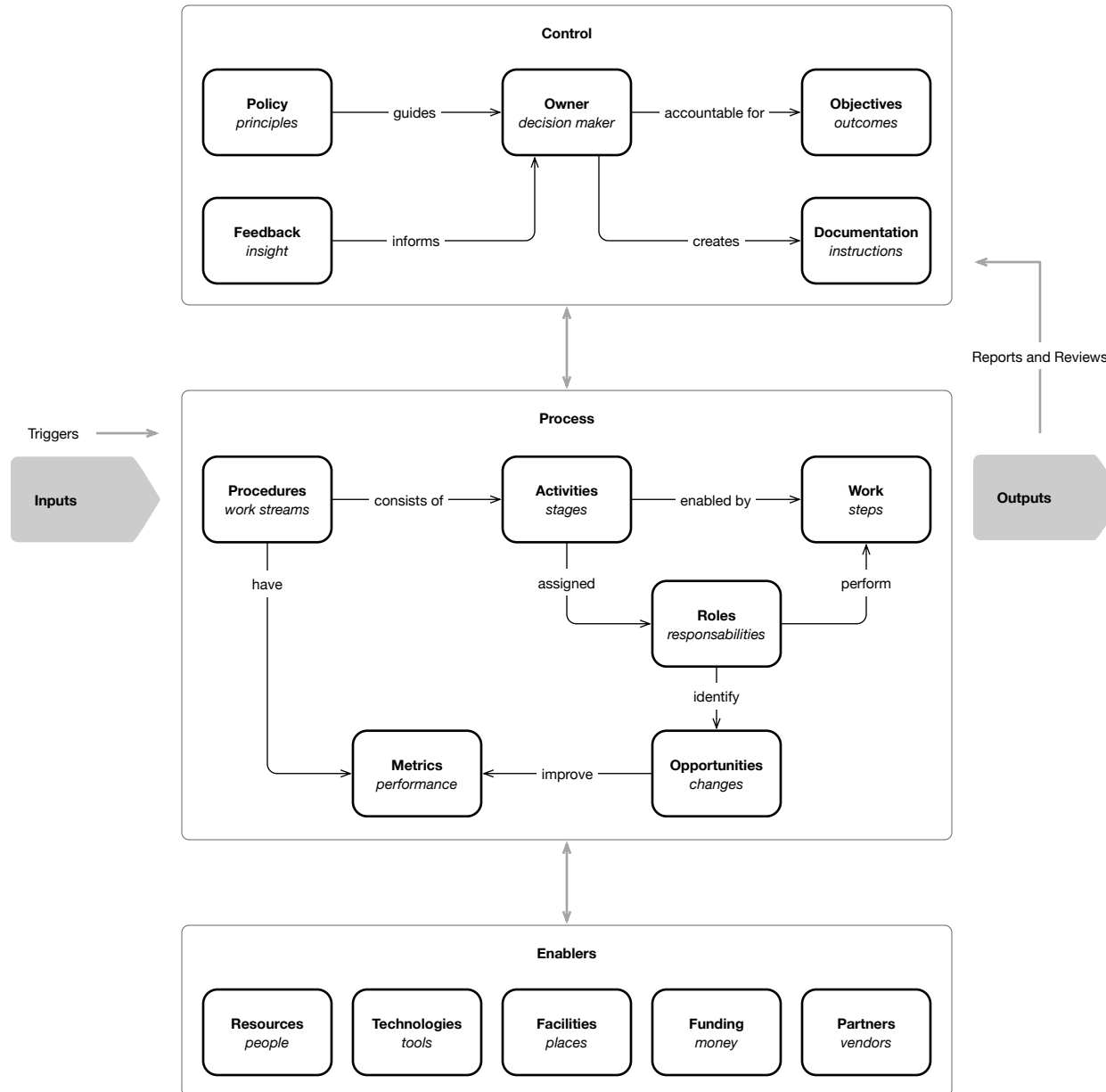




Generic Process Model (ITIL)

A diagram of questionable value | www.akmolteni.com