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Mar 18, 2008 March 31, 2008 at 12:29 pm. Here is some update on this This is as per my discussion with one of the authors of Service Design book Mr. Colin Rudd.

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Jul 20, 2008 My discussions with one of the authors of ITIL V3 Service Design Mr. Colin Rudd has clarified the same to a great extent- and I blogged about that too.

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