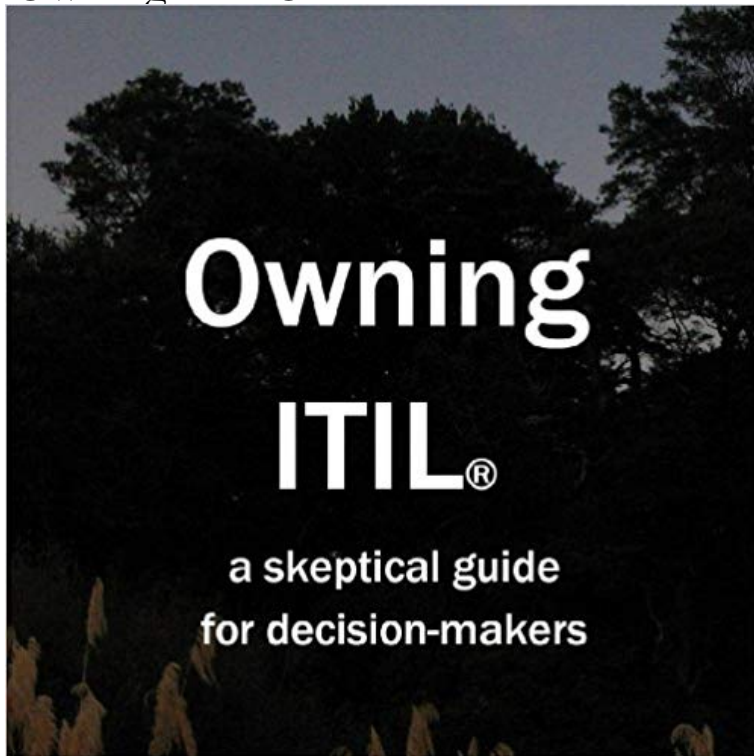


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The busiest managers can use the four checklists at the back as ITIL survival tools.

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