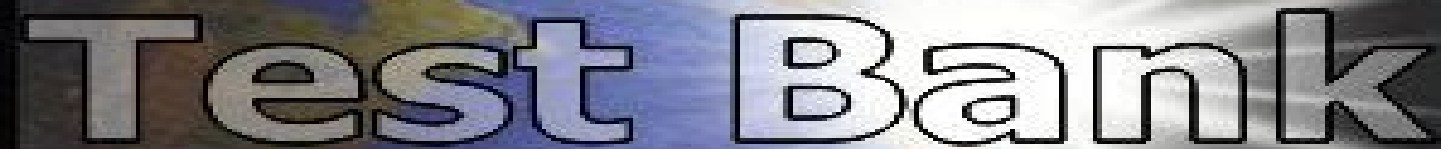


Eighth Edition

Service Management

Operations, Strategy, Information Technology



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James A. Fitzsimmons | Mona J. Fitzsimmons | Sanjeev K. Bordoloi

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