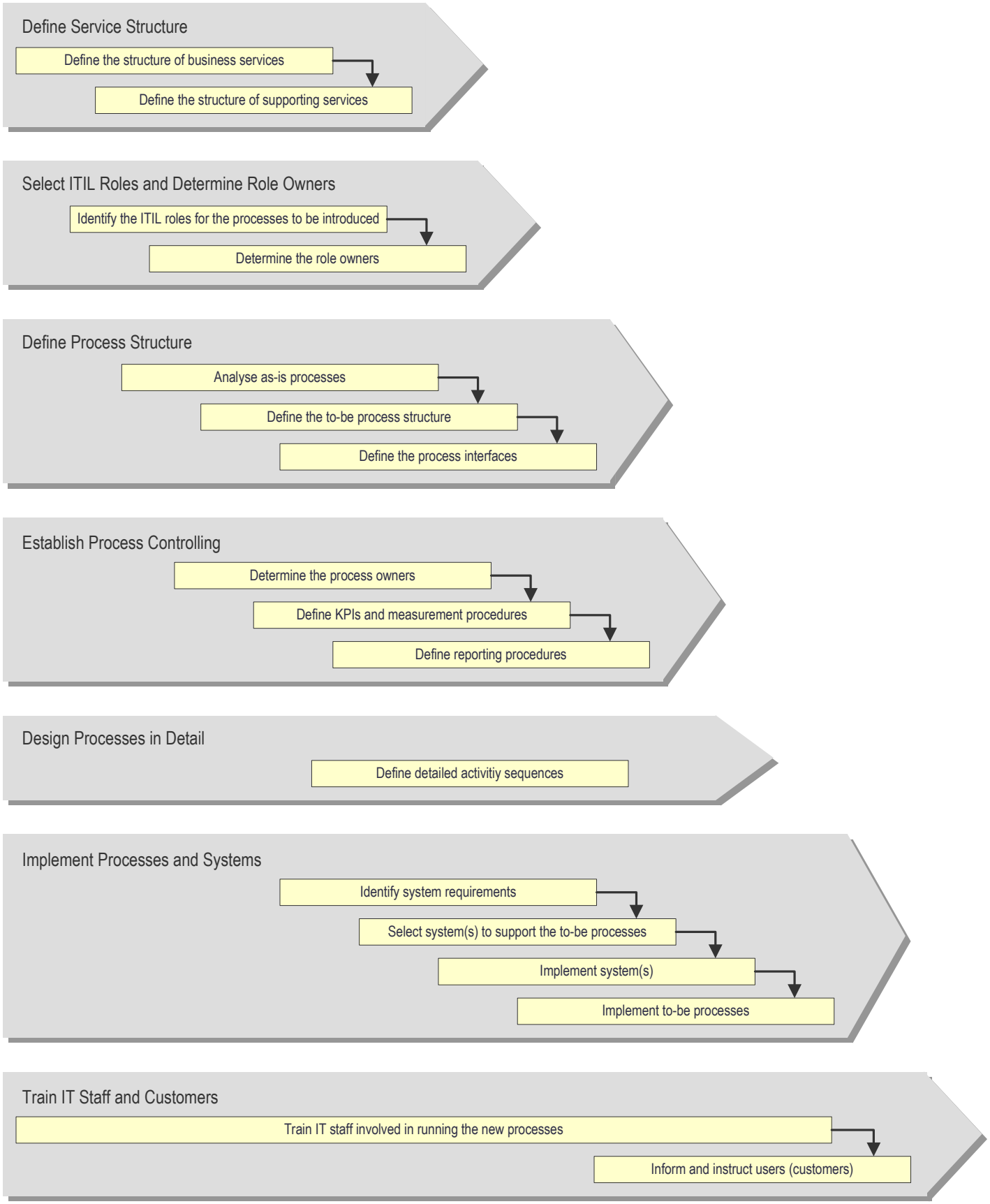ITIL-Implementation Using Process Templates: Overview of the Project Course