

## فرهنگ لغات ITIL

این لغت نامه به دو بخش اصلی تقسیم می‌گردد. بخش اول شامل اختصارات و بخش دوم شامل اصطلاحات کاربردی عمده در این چارچوب می‌باشد که در ذیل به اختصارات اشاره می‌گردد.

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