
**Information technology — Service
management —**

**Part 2:
Guidance on the application of service
management systems**

AMENDMENT 1

*Technologies de l'information — Gestion des services —
Partie 2: Directives relatives à l'application des systèmes de
management des services*

AMENDEMENT 1

ISO/IEC 20000-2:2019/Amd 1:2020

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