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Apple Academic Press Inc., Canada, 2014. Hardback. Book Condition: New. 254 x 185 mm. Language: English . Brand New Book. This book starts with the basic premise that a service is comprised of the 3Ps-products, processes, and people. Moreover, these entities and their sub-entities interlink to support the services that end users require to run and support a business. This widens the scope of any availability design far beyond hardware and software. It also increases the potential for service failure...

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- Authored by Terry Critchley
- Released at 2014

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