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ITIL Service Lifecycles and the Project Manager Mark Thomas January 17, 2011 The intersection of IT Service and Project Delivery Presented to: Kansas Service Design Package (ITIL) - Wikipedia

The Service Design Package (SDP) contains the core documentation of a service and is attached to its entry in the ITIL Service Portfolio. The SDP is described in the ITIL Roles | IT Process Wiki

ITIL roles are employed in order to define responsibilities. In particular, they are used to assign process owners to the various ITIL, 2011

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