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## Sommario/riassunto

Learn how to use service modelling to streamline and optimize processes! Information about customer needs, the technical composition of services, and service performance are fundamental to effective service management. Service modelling is a structured approach to utilizing this information to improve the way services are delivered. Consistent application of service modelling provides the automation of processes and timely access to information. Service Modelling presents a comprehensive, up-to-date overview of the topic, presented in the context both of business processes, a

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