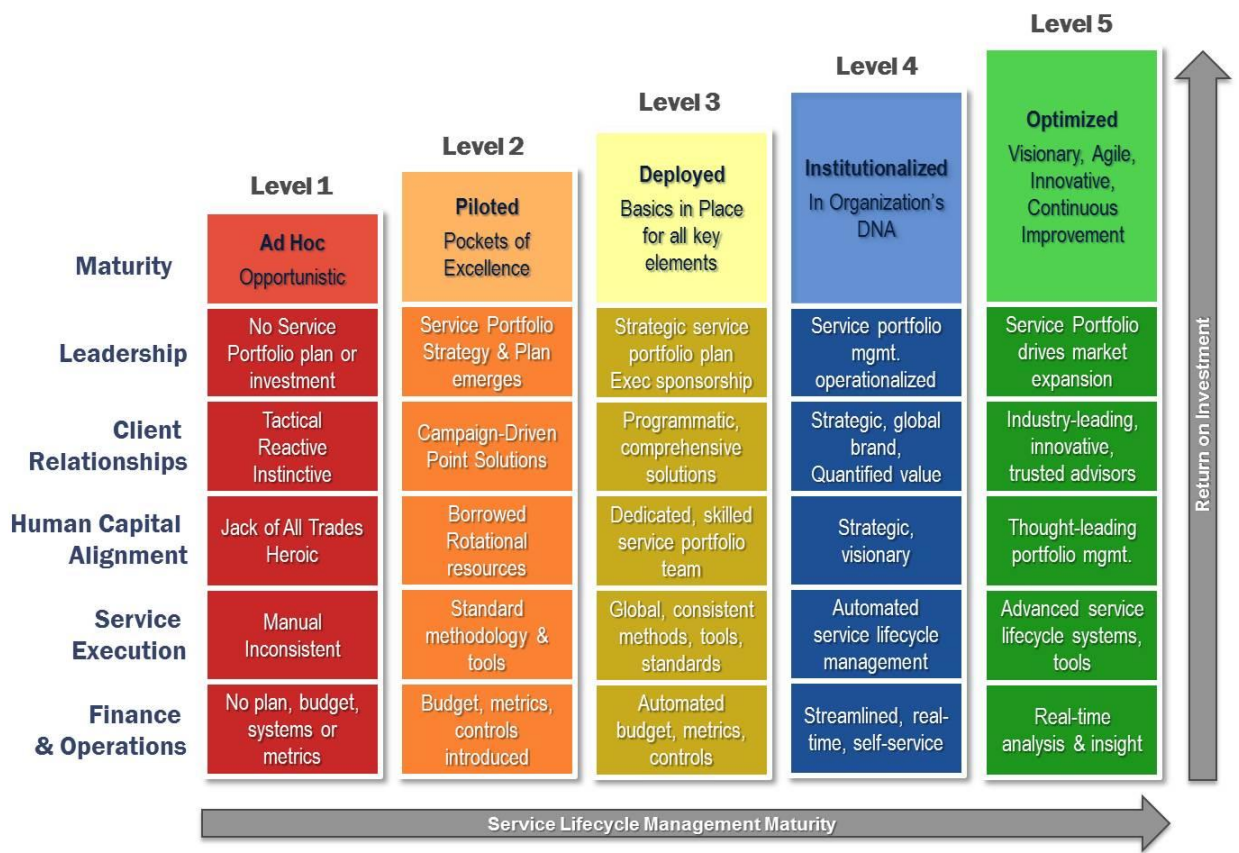


Service Lifecycle Management Maturity Model™ Benchmark Report



September 2012

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