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ITIL V3 Foundations - Study Guide
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The previous version, ITIL v3, has been around since 2007. It received an update in 2011 and until 2019, no major update was provided. Meanwhile, the world continued spinning and the way how services are managed were in a grave need of modernization, with a very specific focus on an agile mindset as promoted by Agile frameworks such as Scrum or SAFe.

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