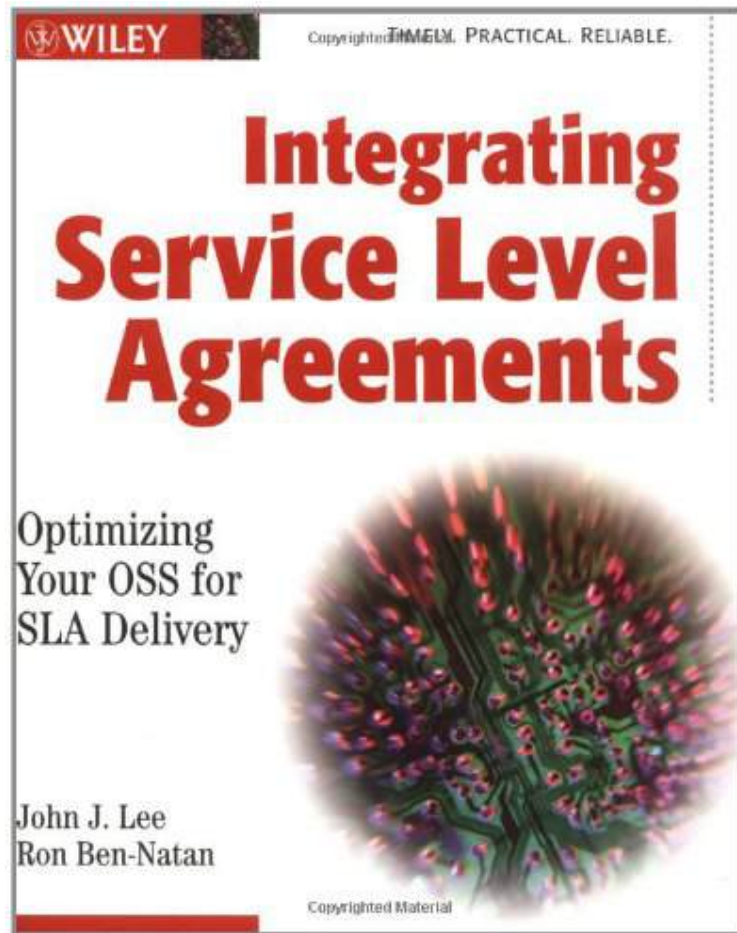


Integrating Service Level Agreements: Optimizing Your OSS for SLA Delivery

By John K. Lee, Ron Ben-Natan



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