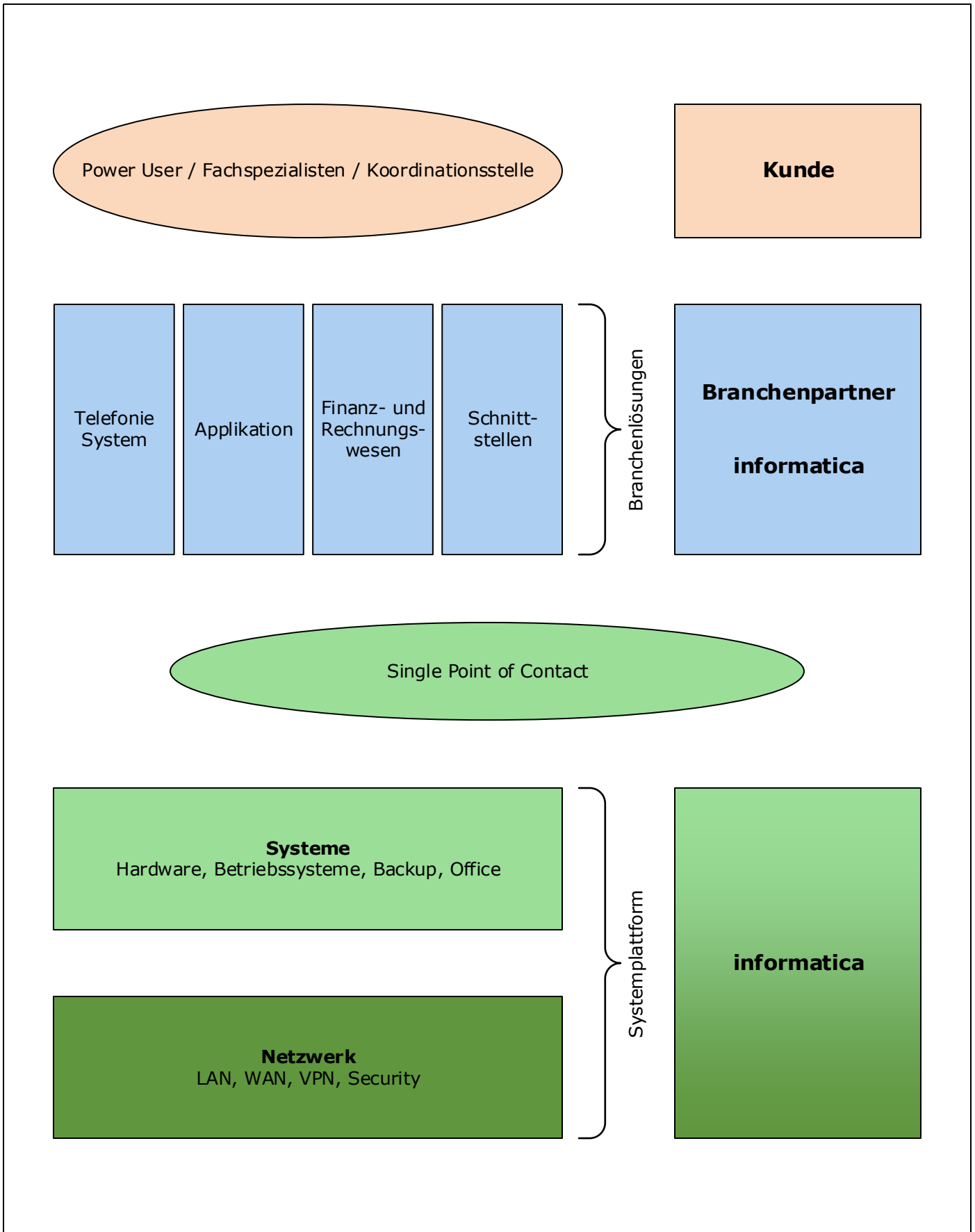
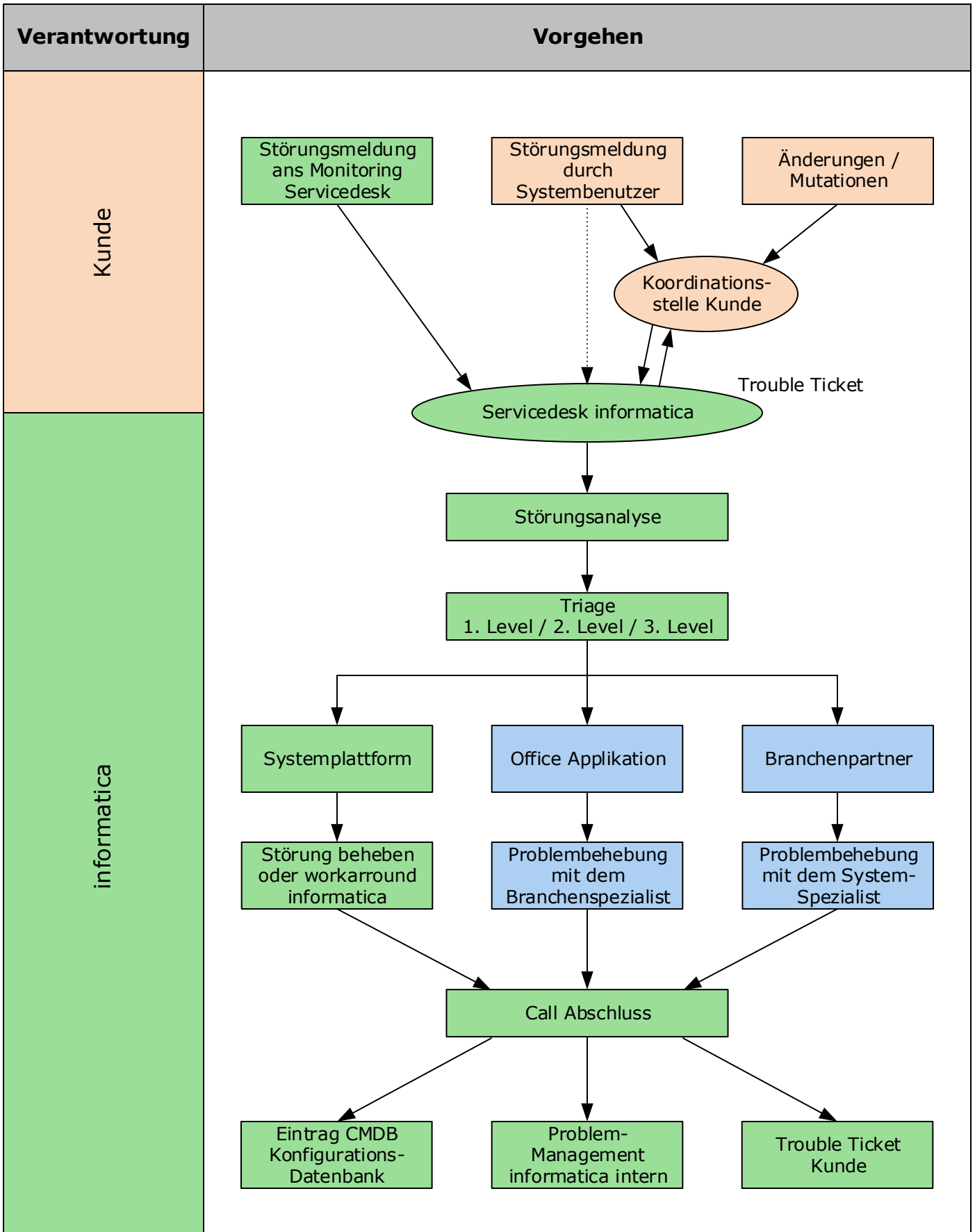


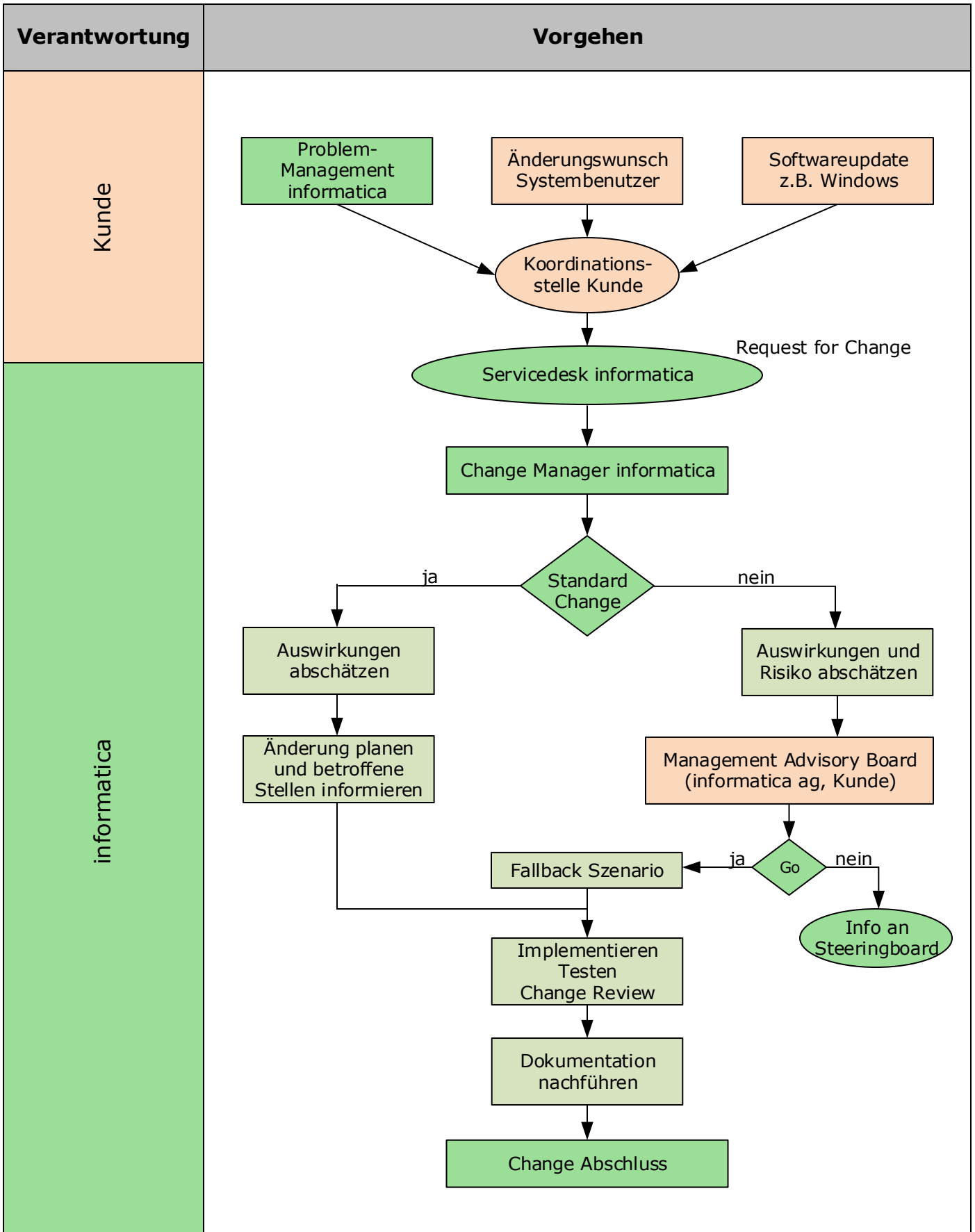
# IT-Support Modell



## Ablauf «Störungsbehebung»



## Ablauf «Change Management»



## IT-Service Kostenmodell

