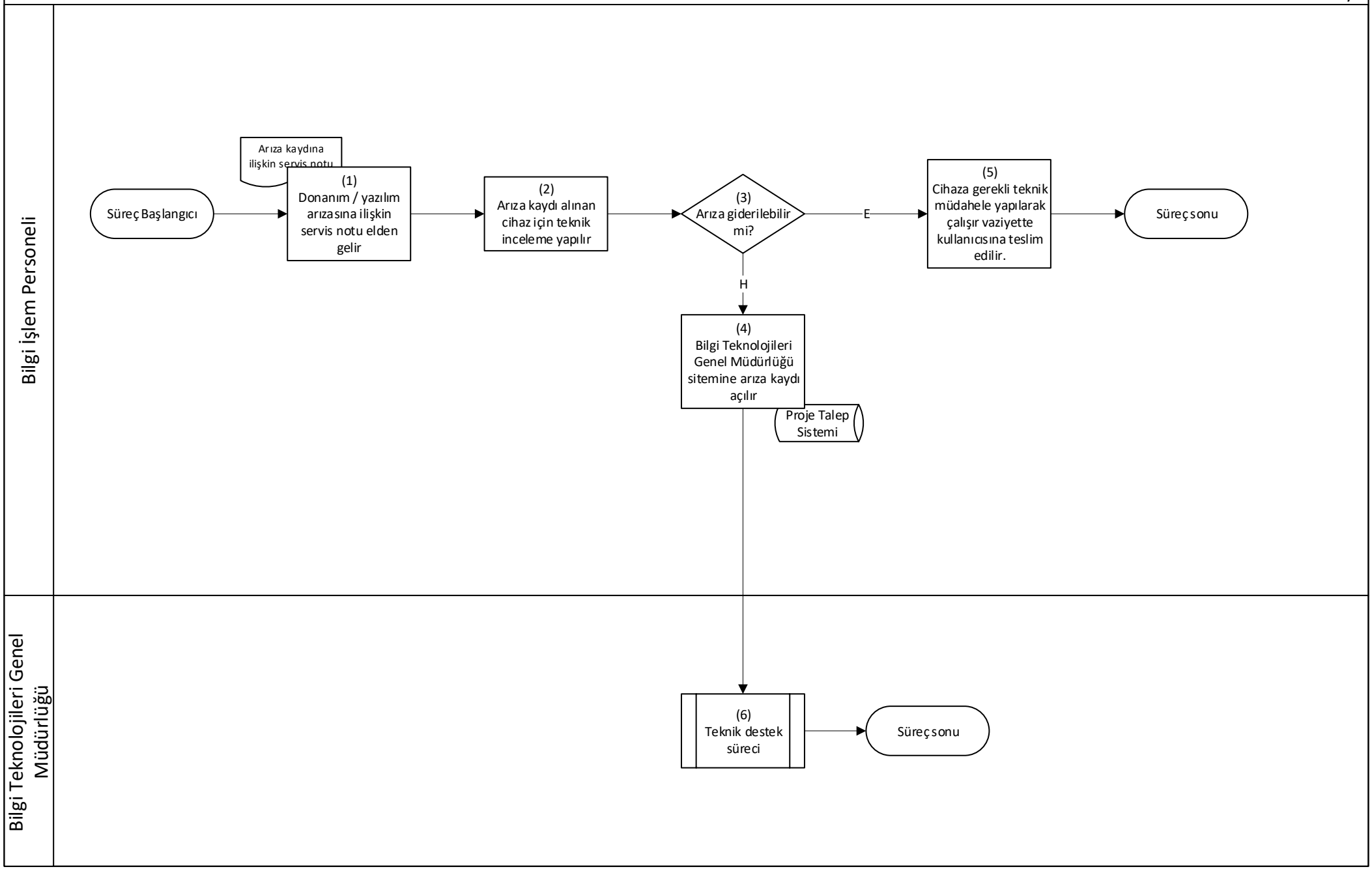Bilgi İşlem Otomasyon-Teknik Destek İşlem Süreci