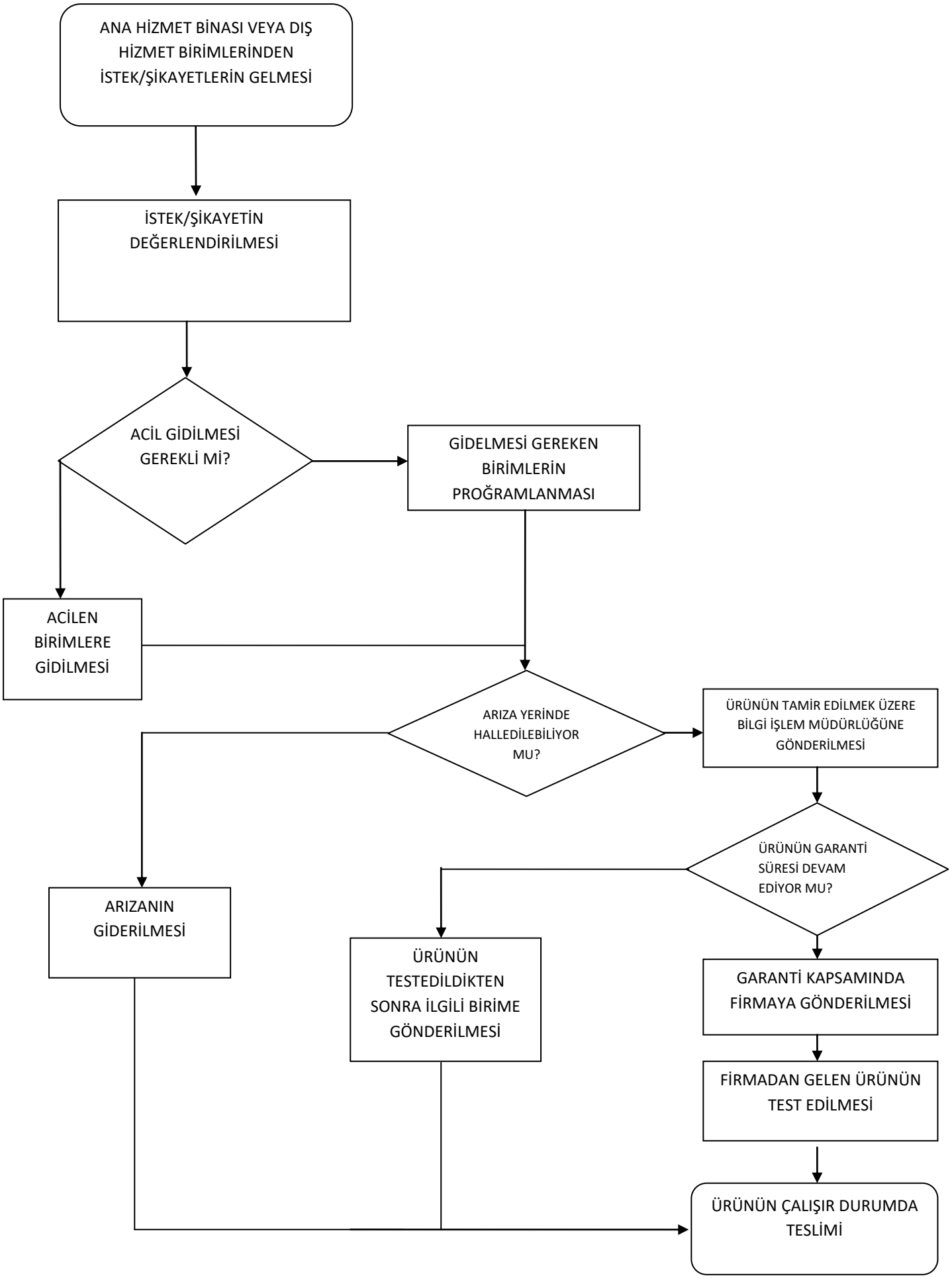BİRİMLERE TEKNİK DESTEK İŞ AKIŞ ŞEMASI