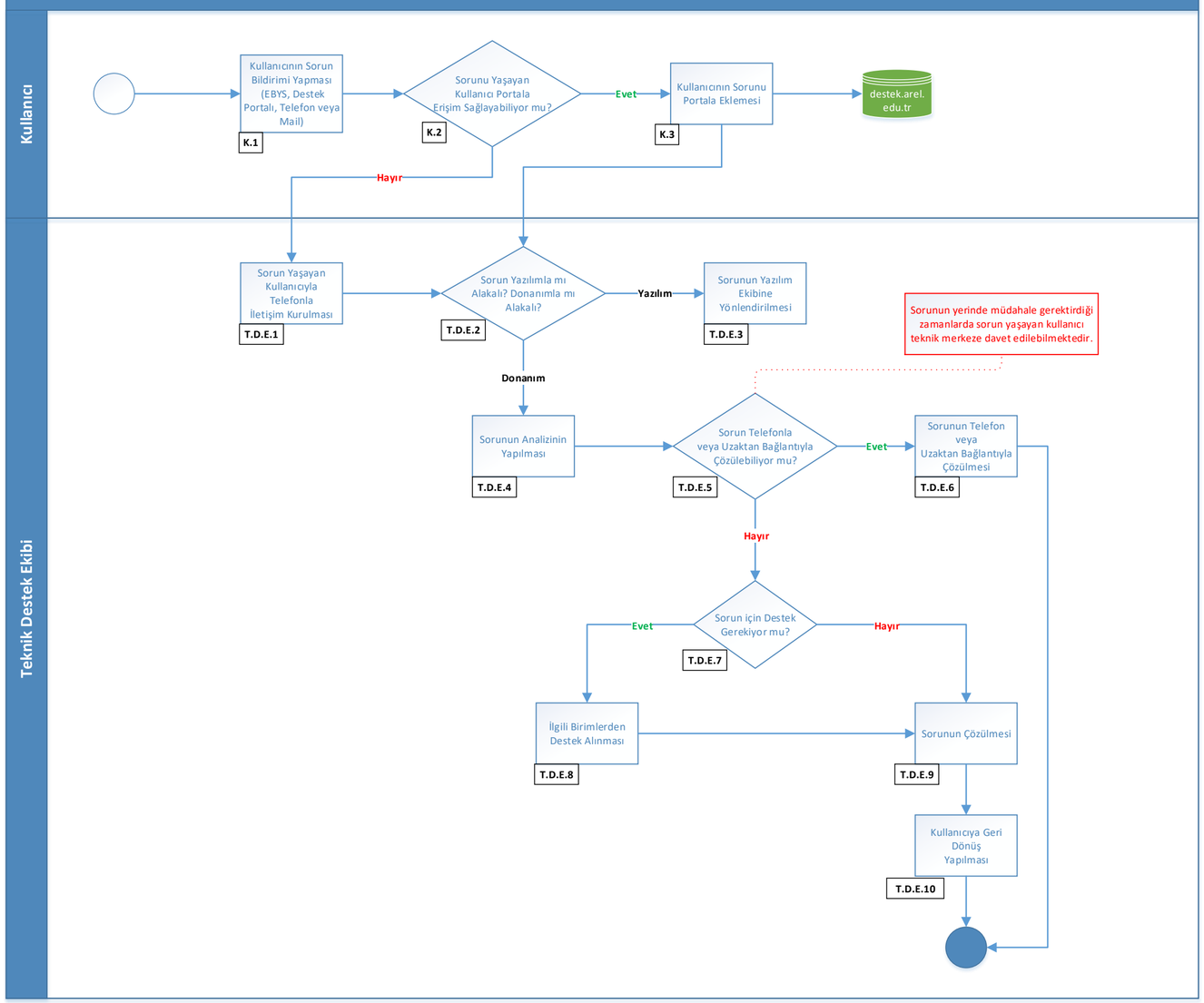İA.BTO.005.Teknik Destek İş Akışı