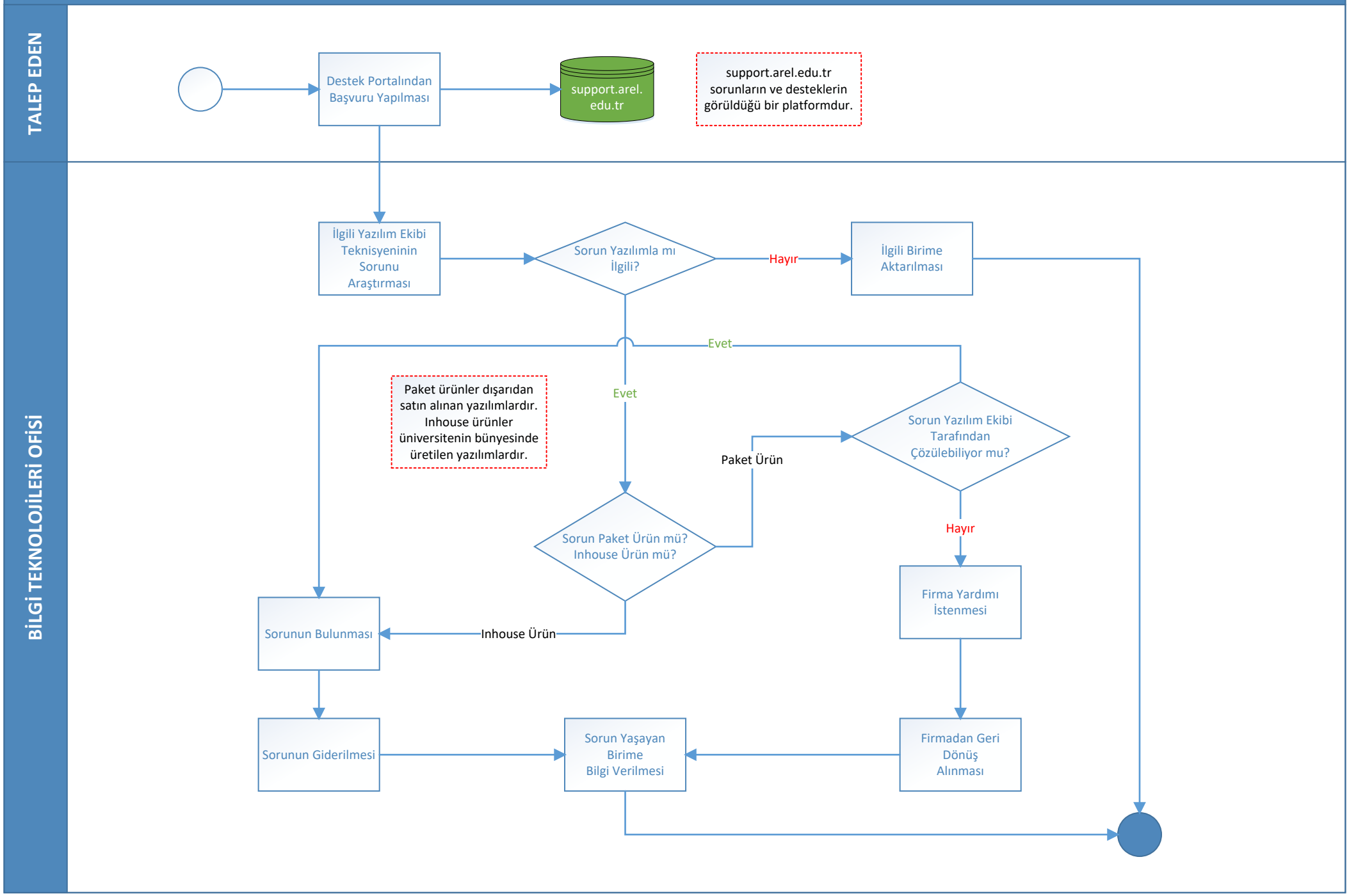İA.BTO.003.YAZILIM SORUNLARI GİDERME İŞ AKIŞI