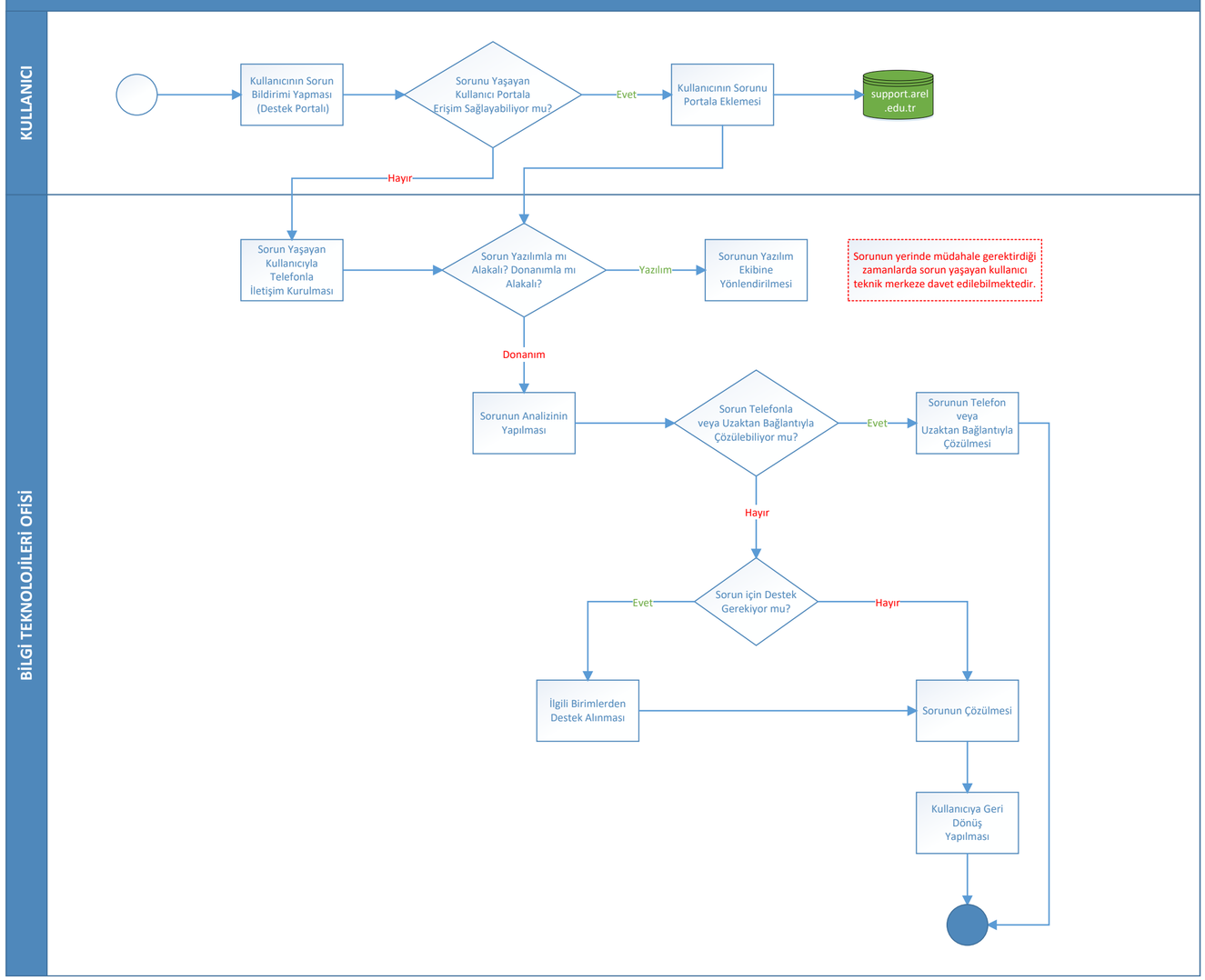İA.BTO.005.TEKNİK DESTEK İŞ AKIŞI