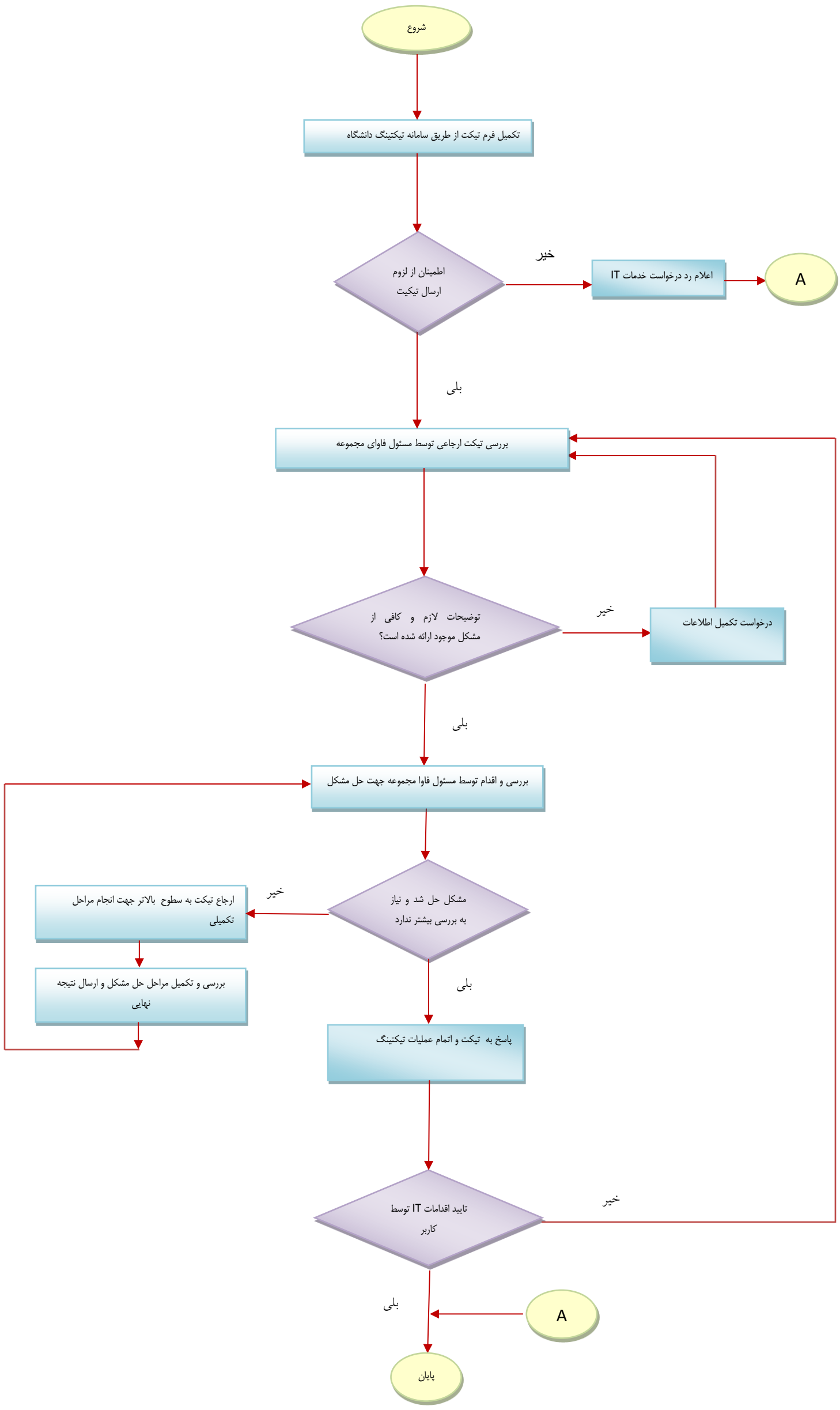"فلوچارت فرایند ارائه خدمات IT"