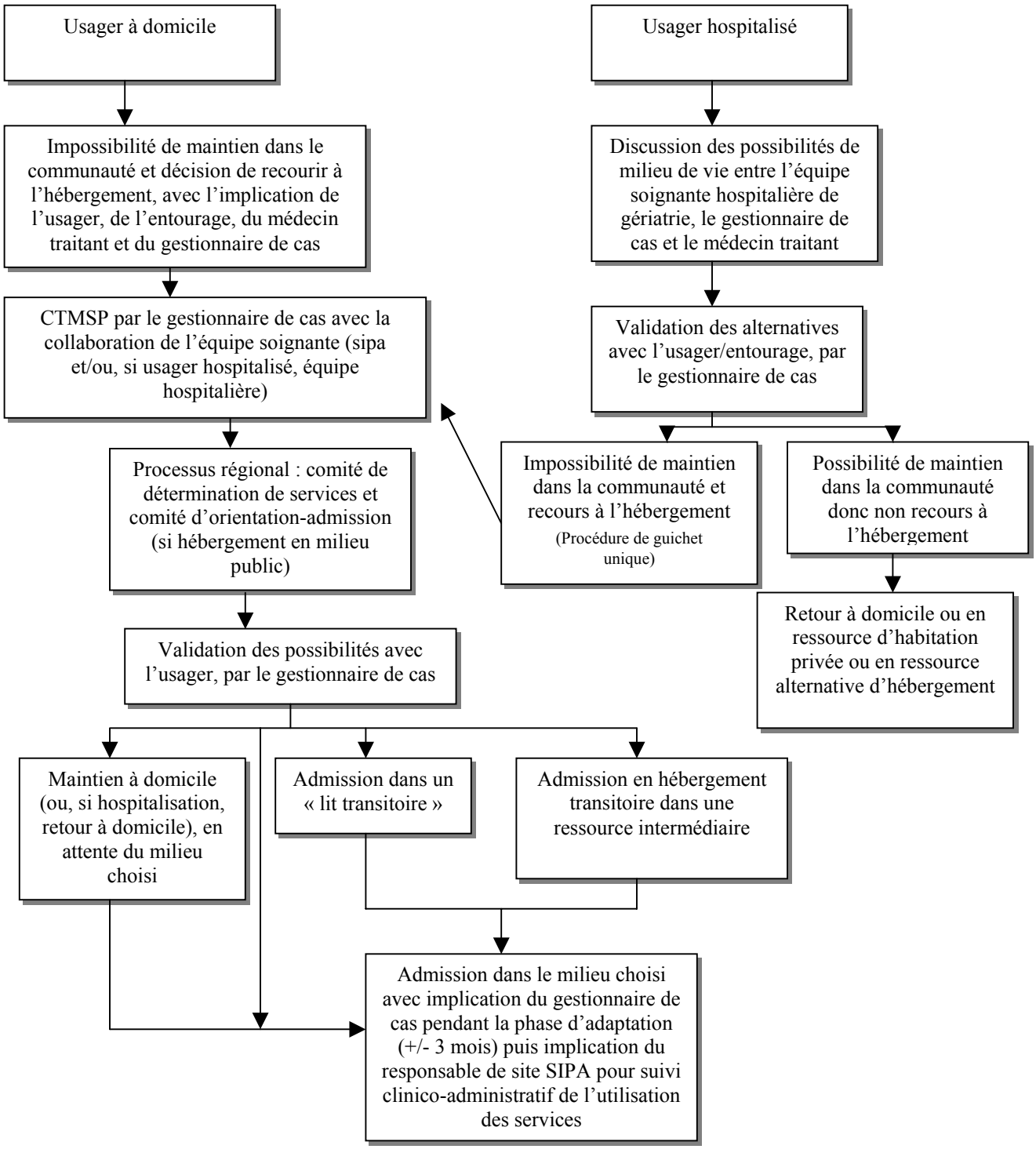RECOURS À L'HÉBERGEMENT
PROCESSUS DE GESTION DES SERVICES