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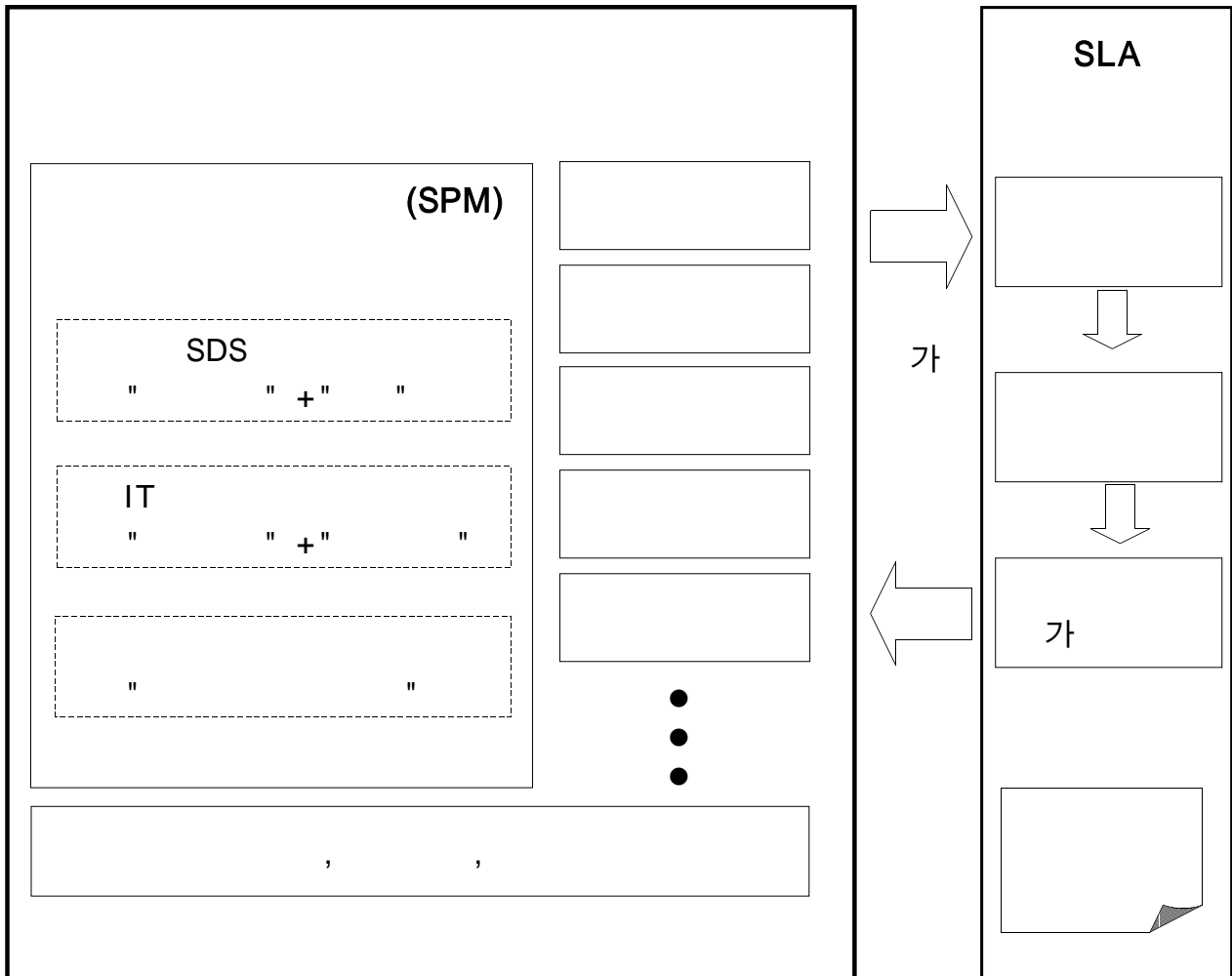
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* SLA : (Service Level Agreement)
 SPM : (Standard Procedure Manual)

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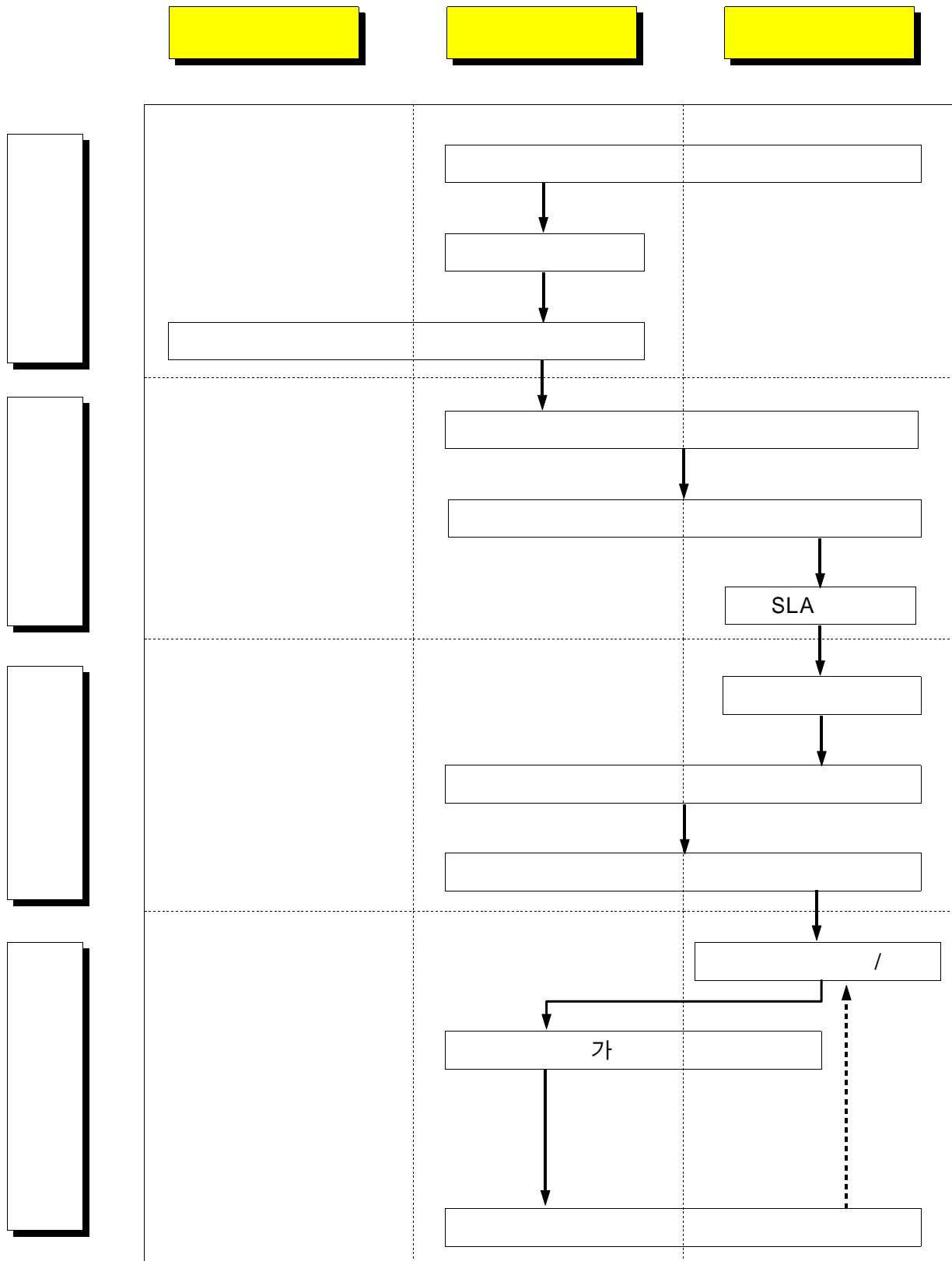
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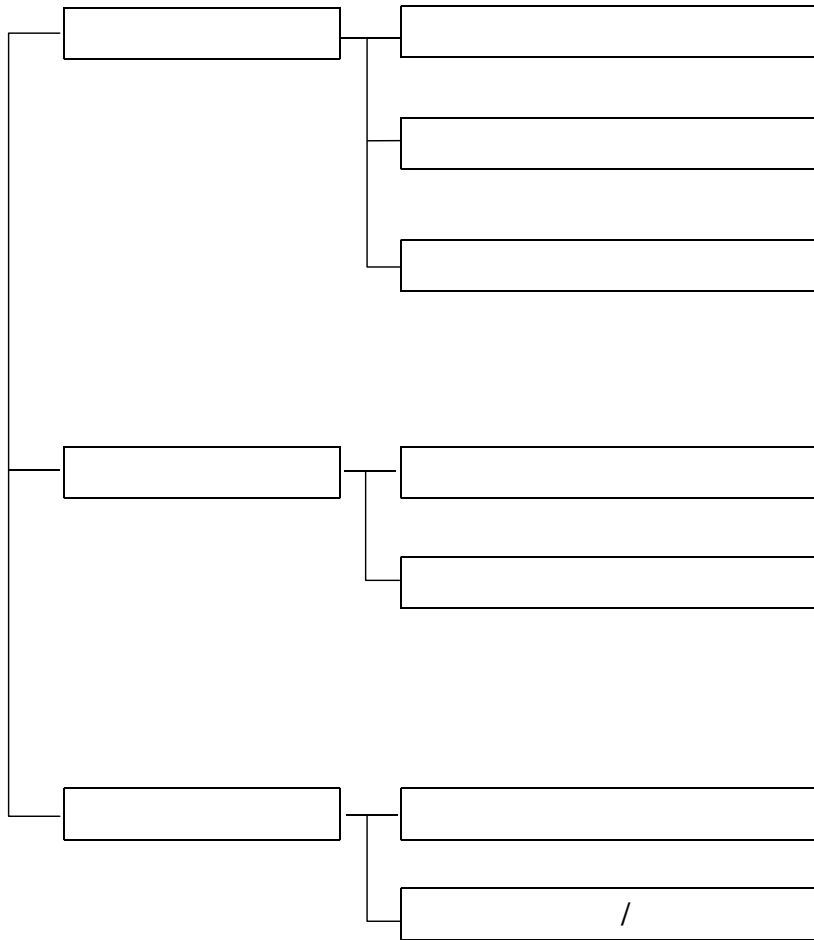
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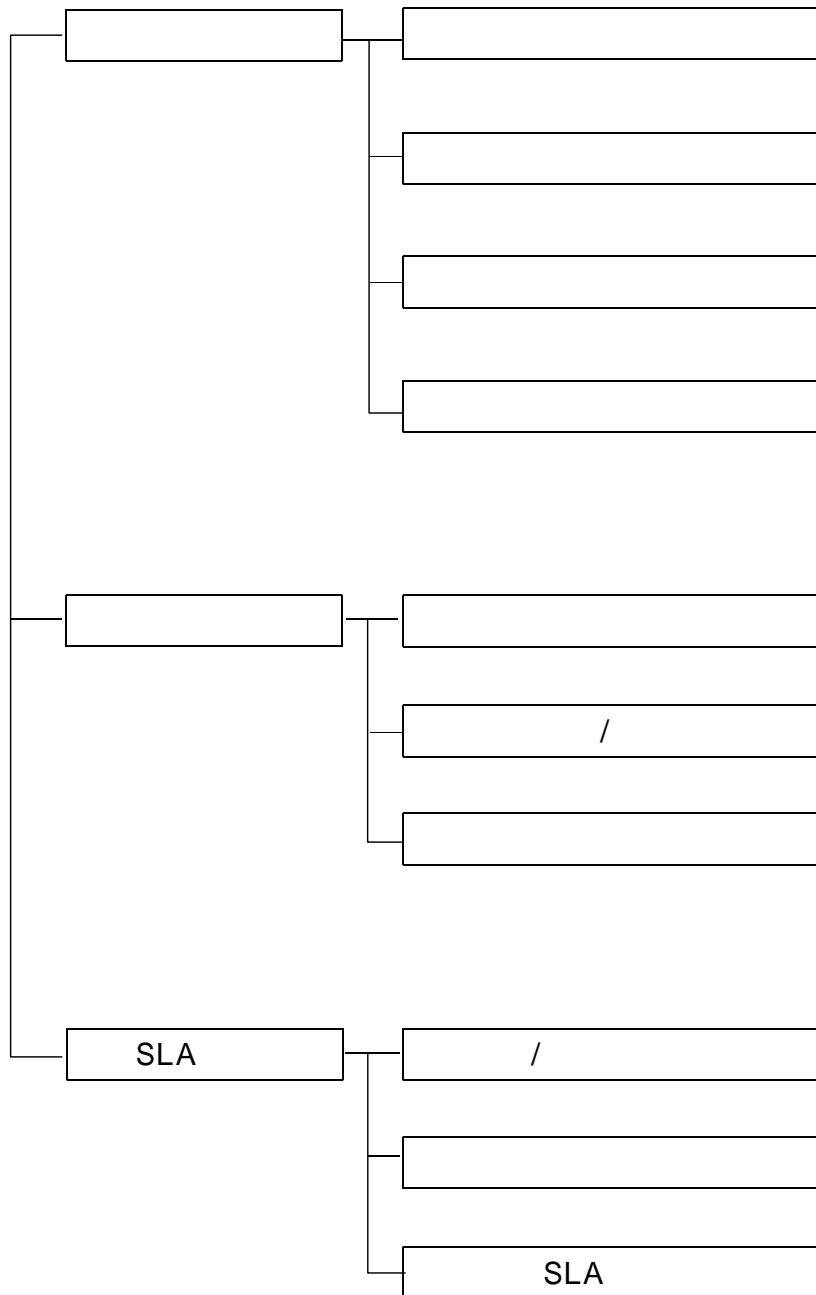
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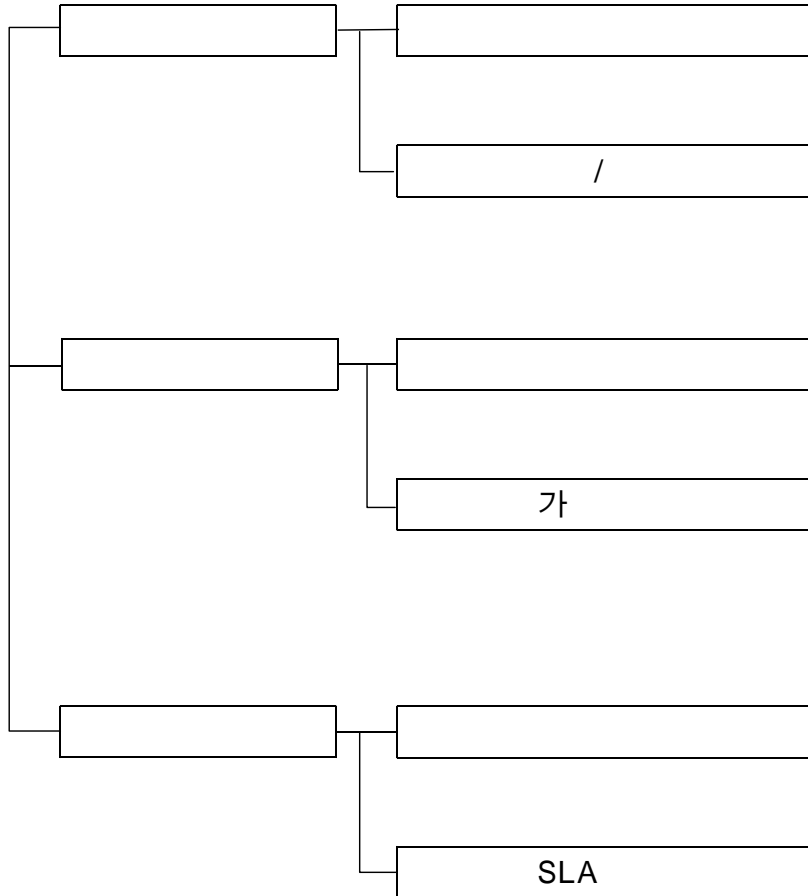
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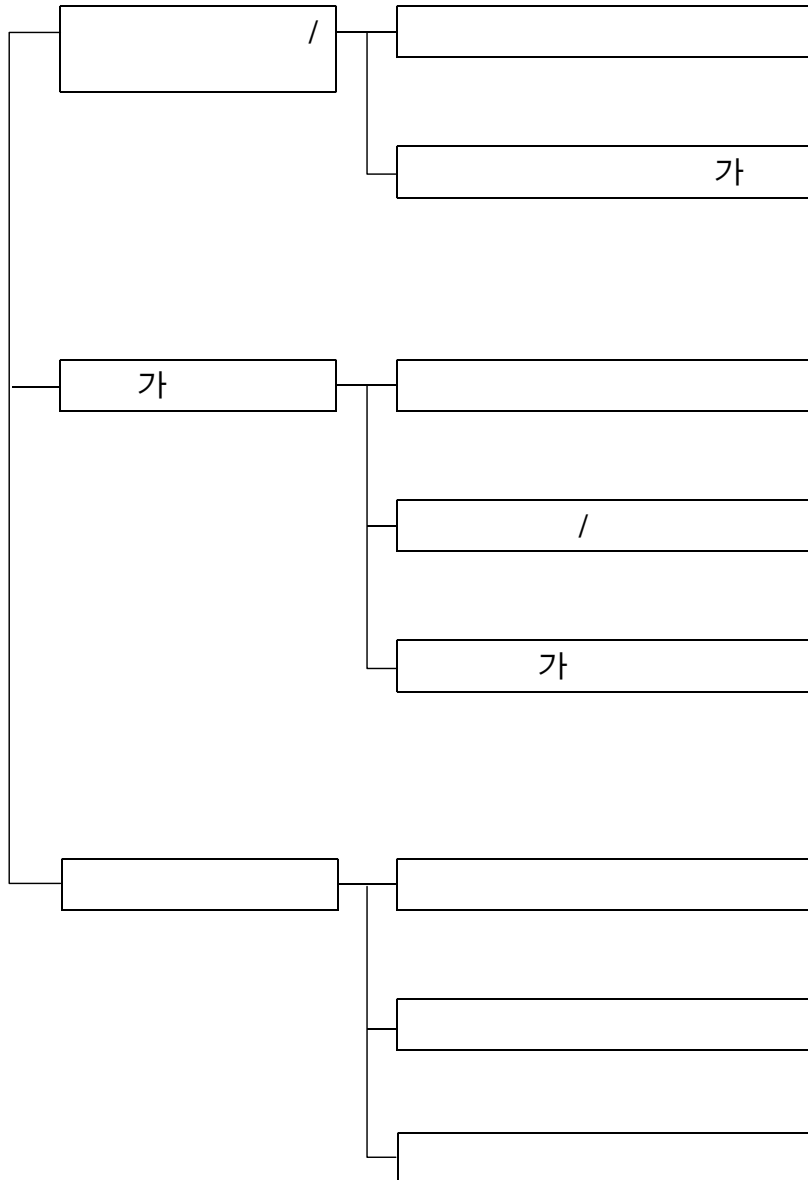
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