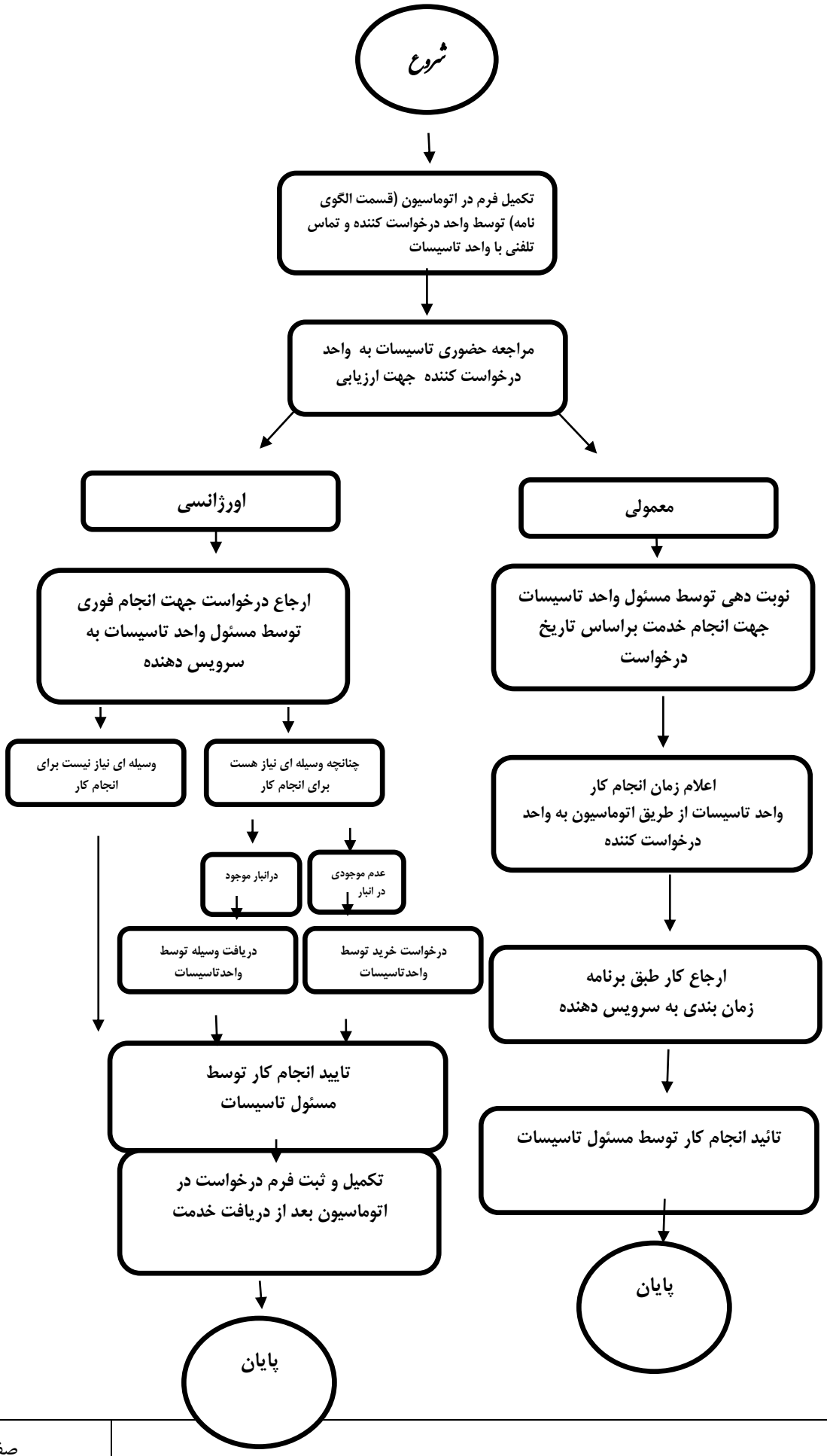فرآیند ارائه خدمات تاسیسات