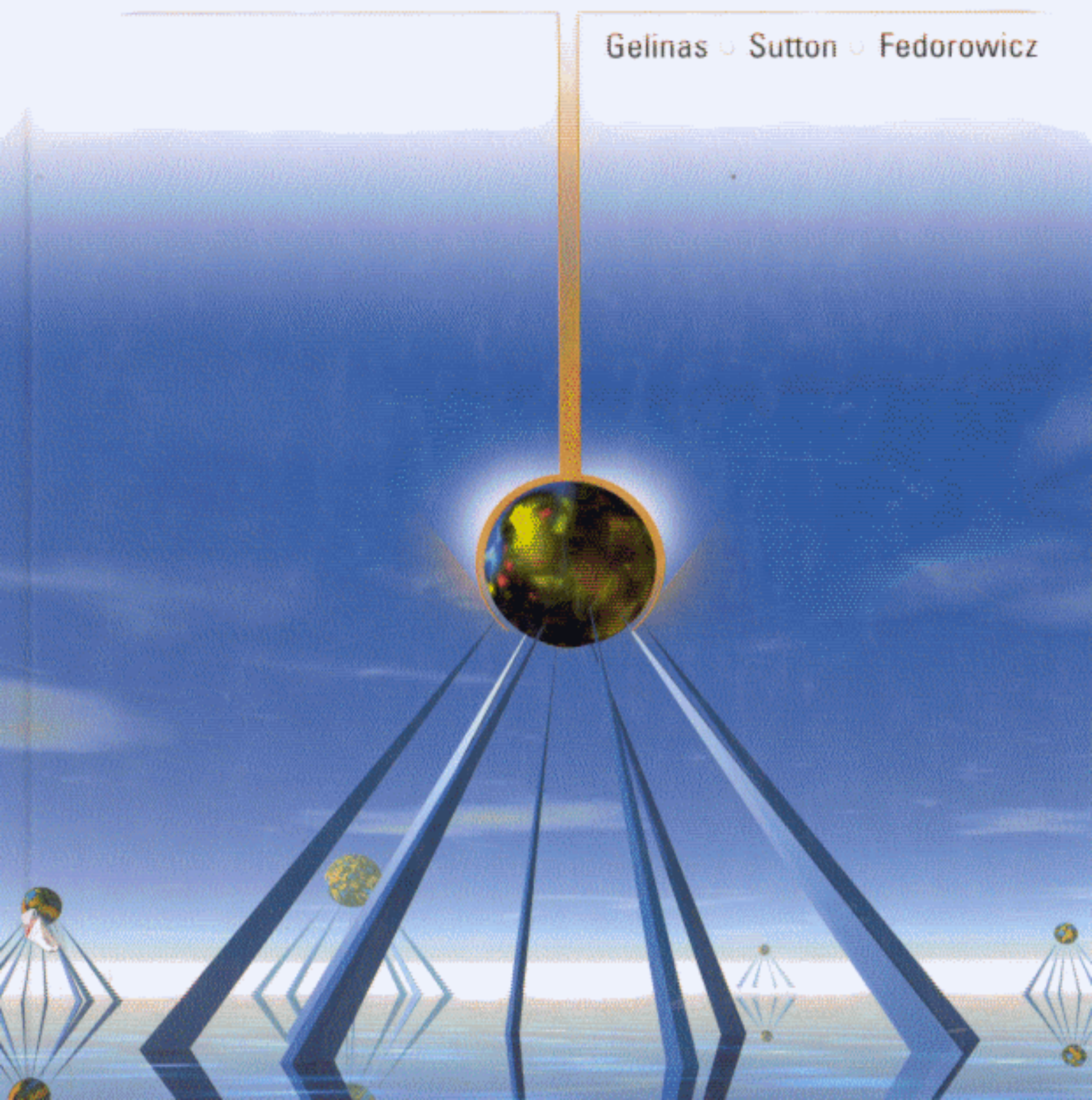


Business Processes & Information Technology

Gelinas ◦ Sutton ◦ Fedorowicz



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