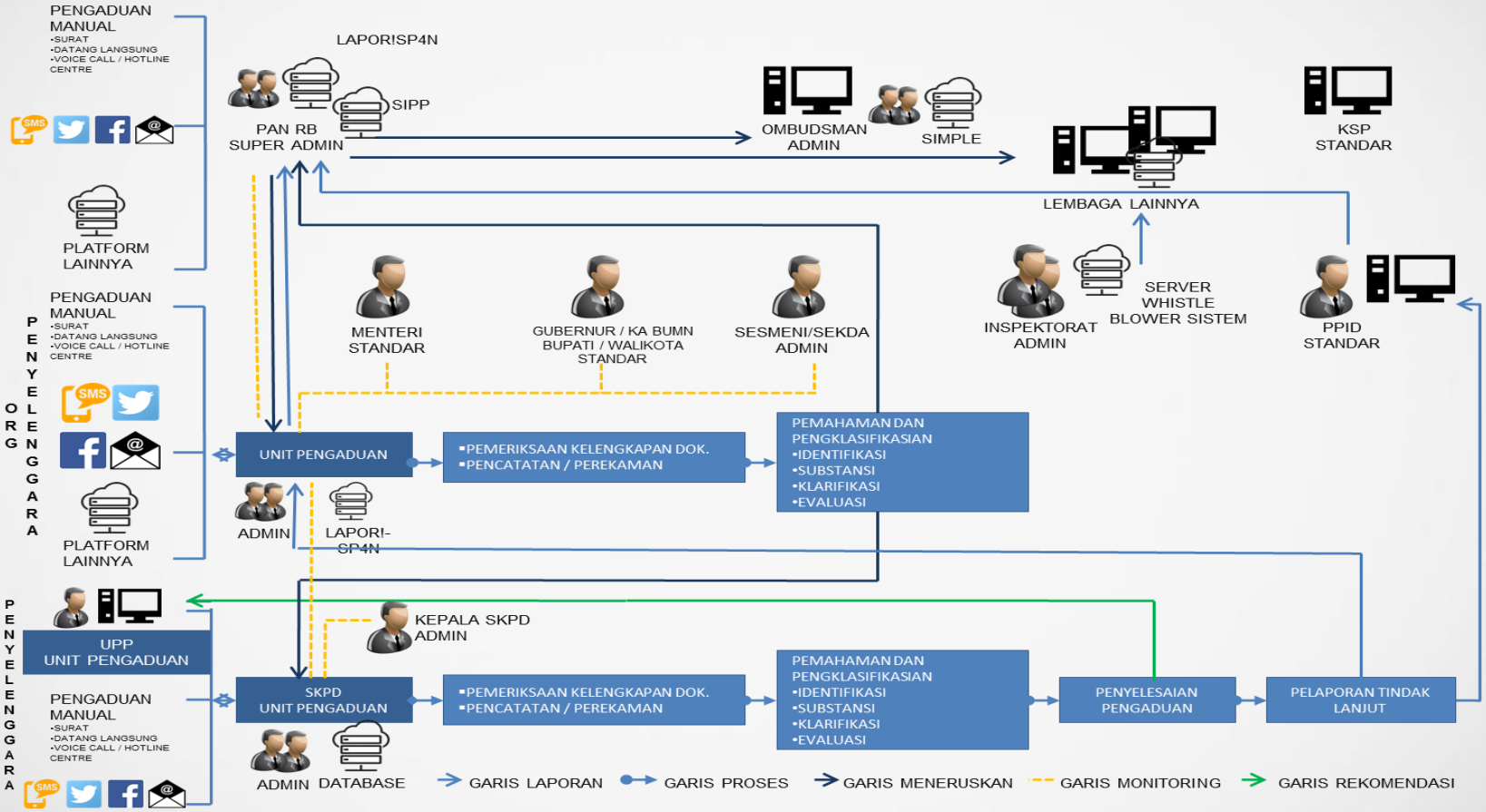ARSITEKTUR DAN SOP LAPOR - SP4N