#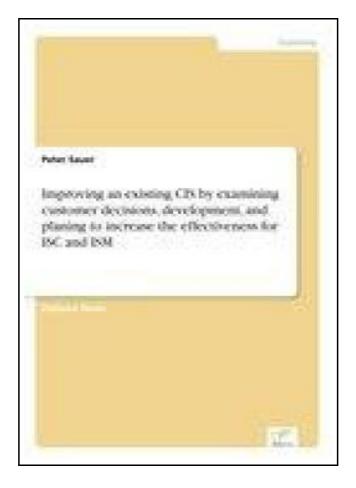 Improving an existing CIS by examining customer decisions, development, and planing to increase the effectiveness for ISC and ISM

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