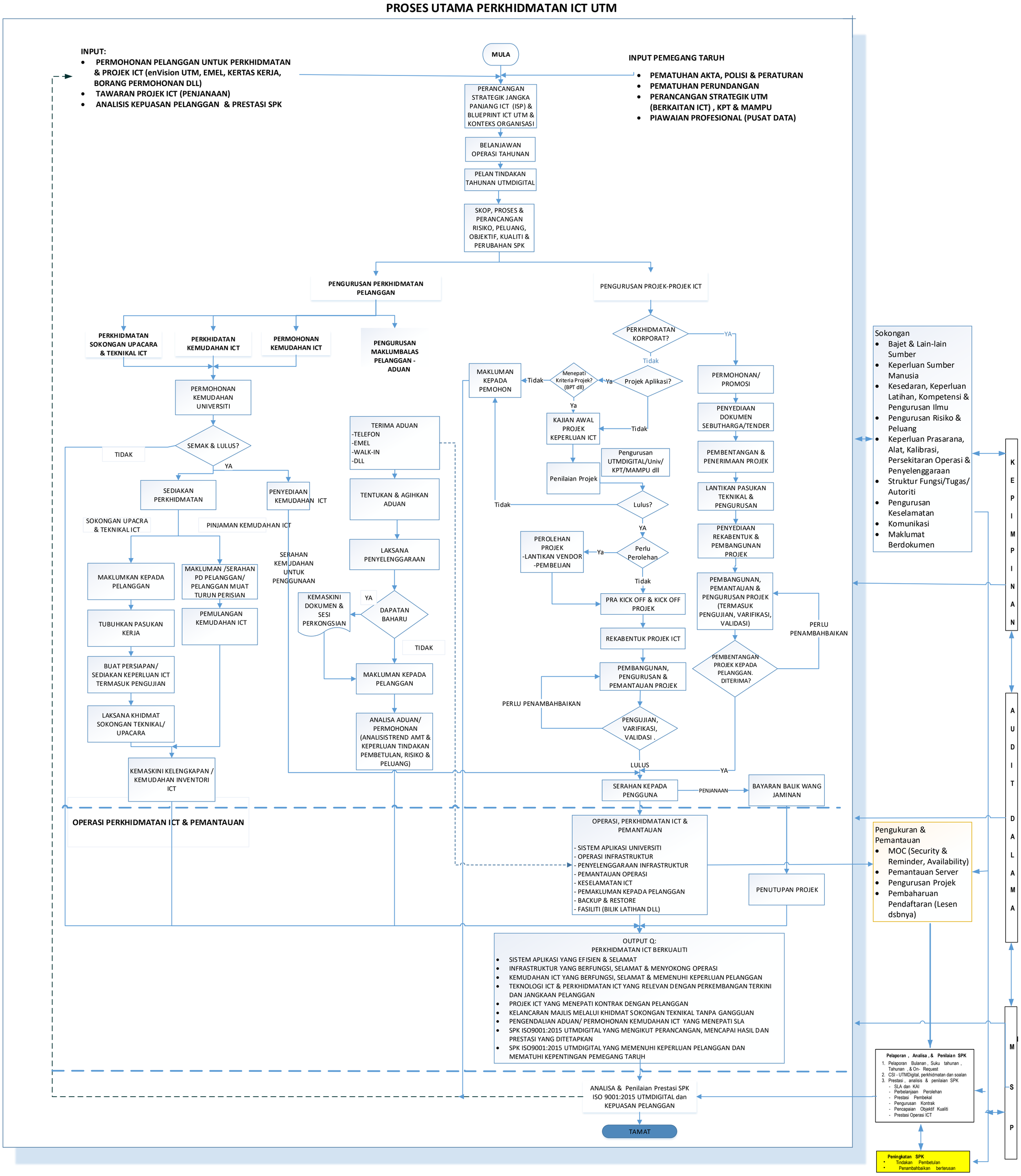PROSES UTAMA PERKHIDMATAN ICT UTM