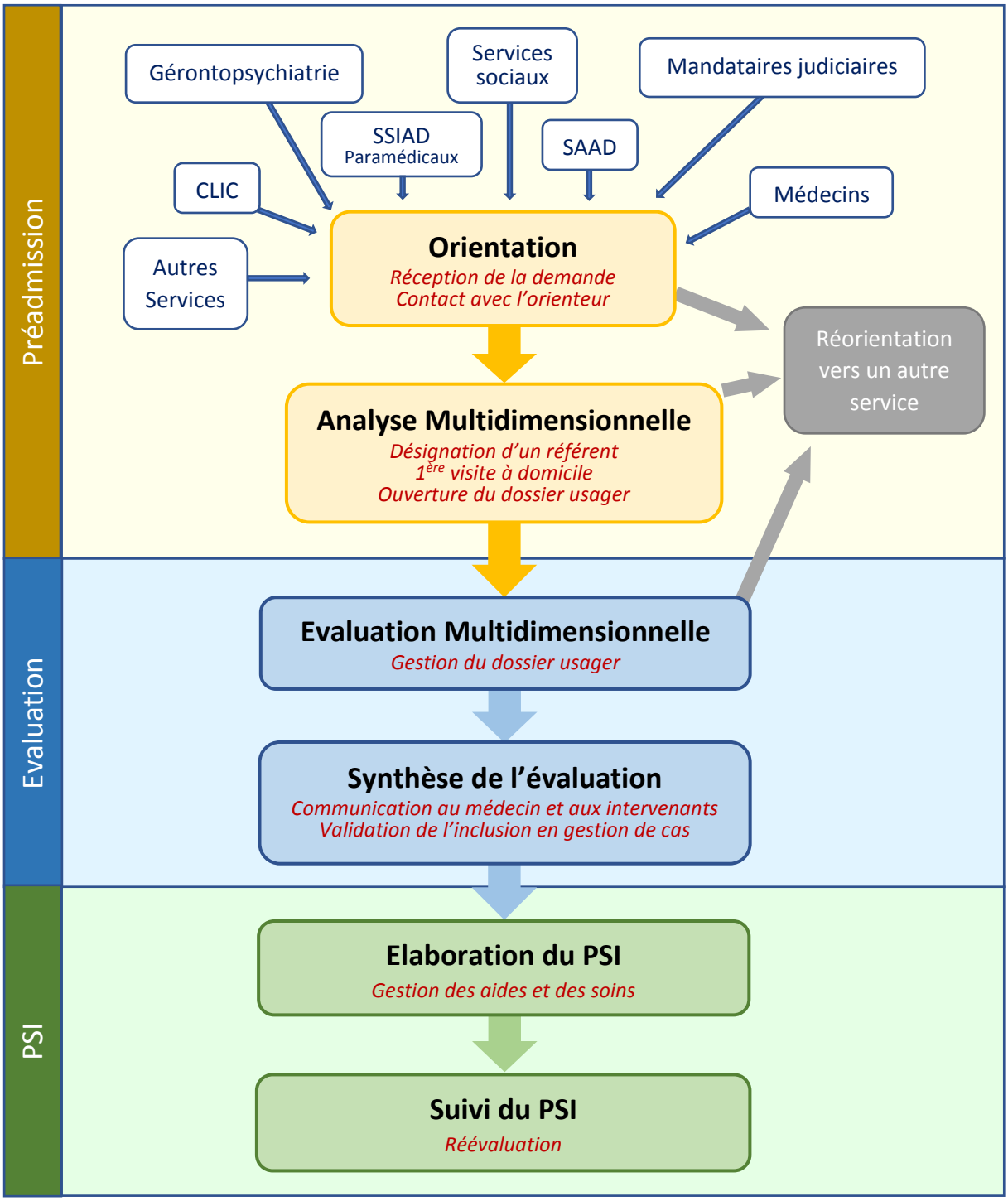Procédure de gestion de cas