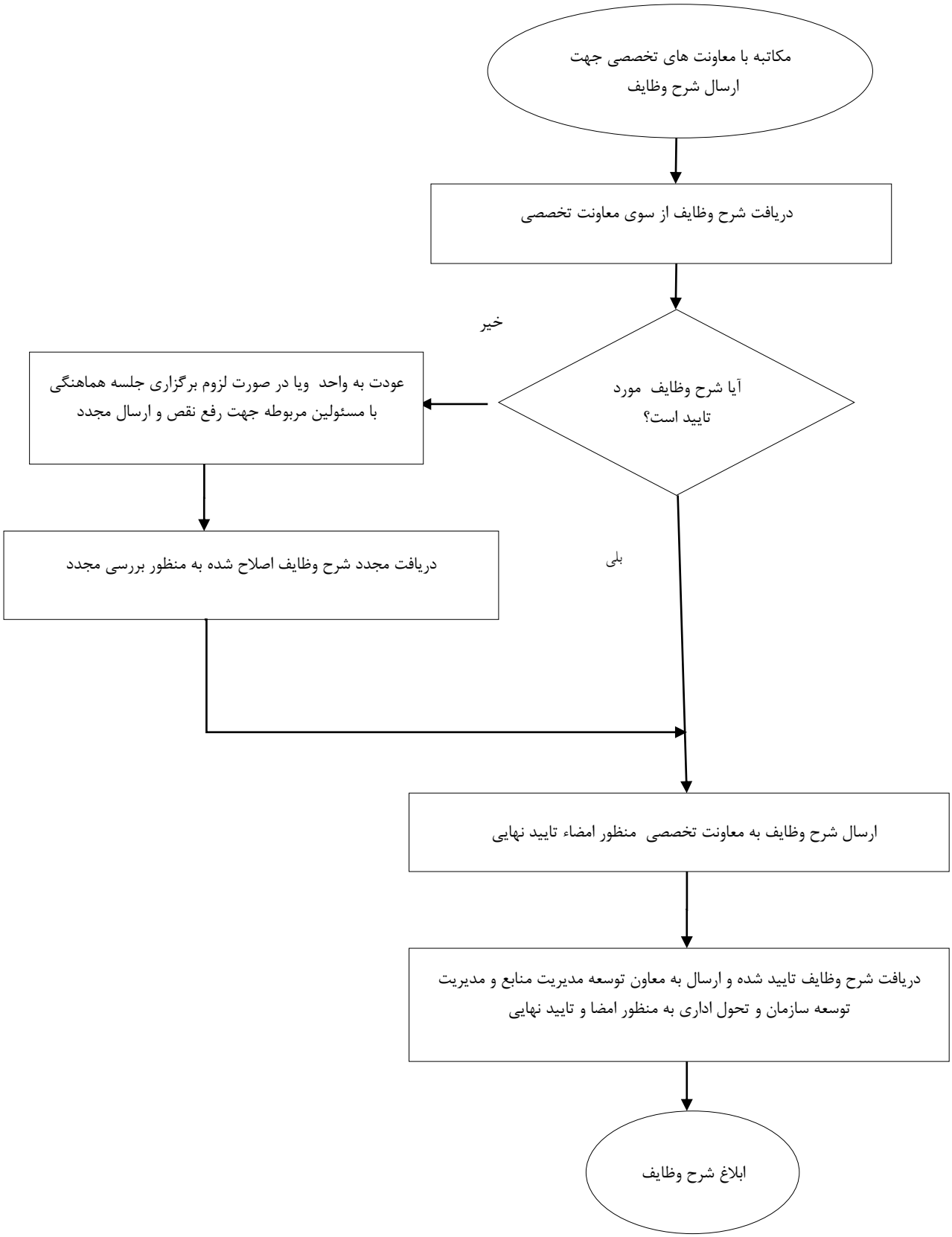فرایند تهیه و تدوین شرح وظایف: