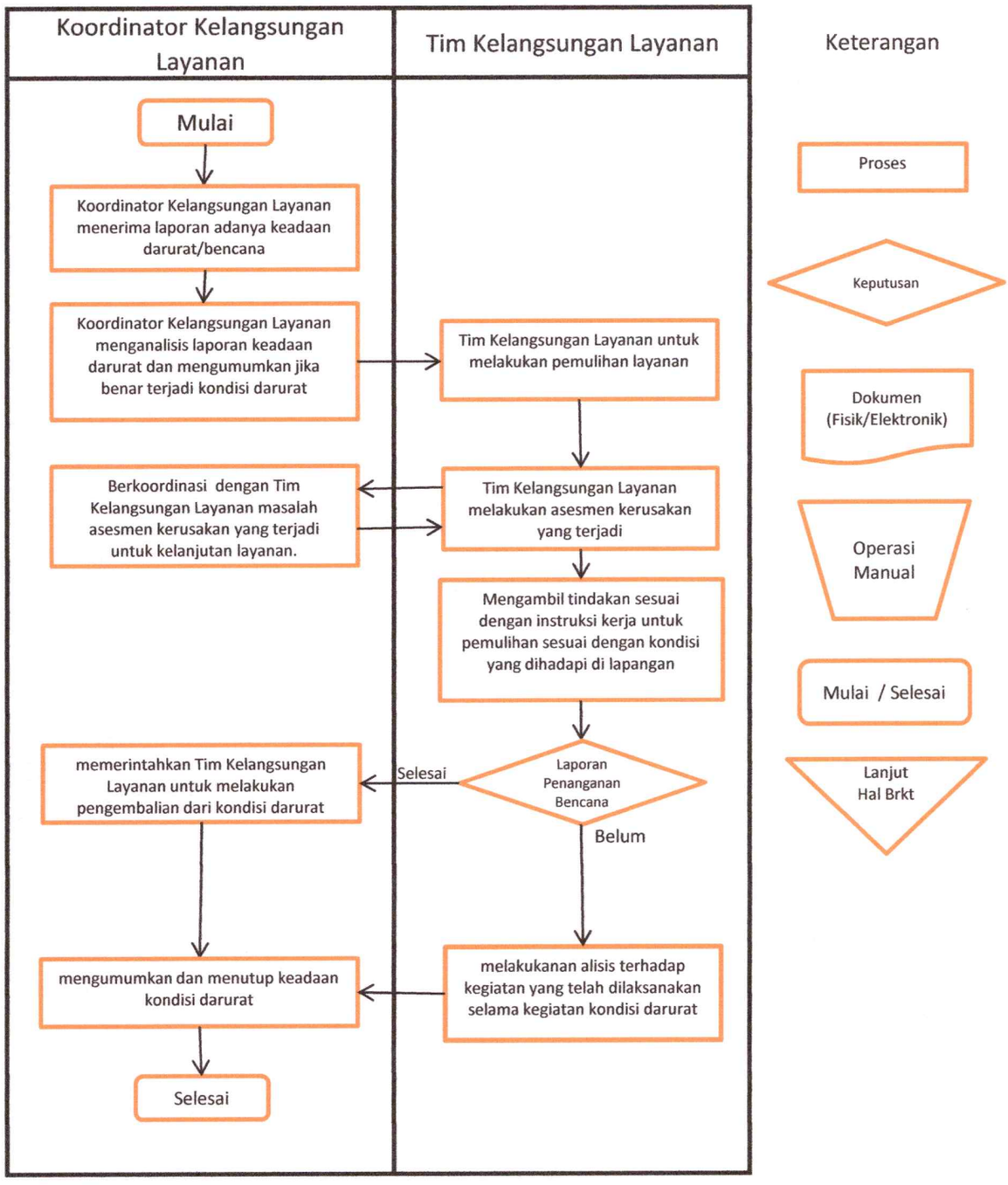Penanganan Kondisi Darurat (Pengelolaan Resiko Kelangsungan Layanan)