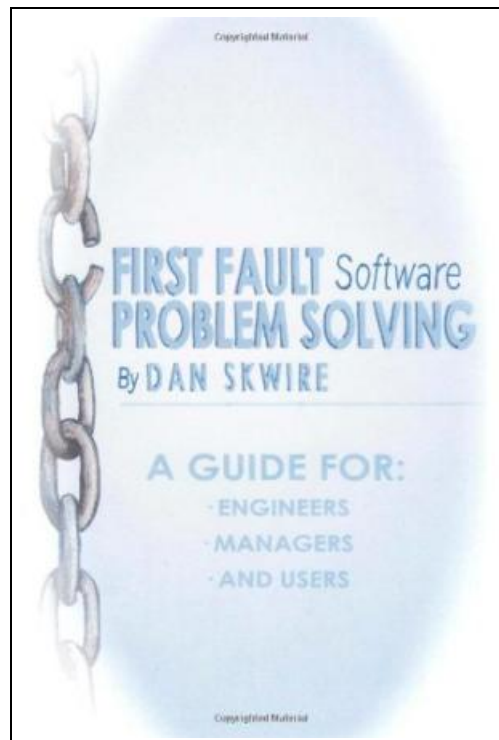


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FIRST FAULT SOFTWARE PROBLEM SOLVING: A GUIDE FOR ENGINEERS, MANAGERS AND USERS



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