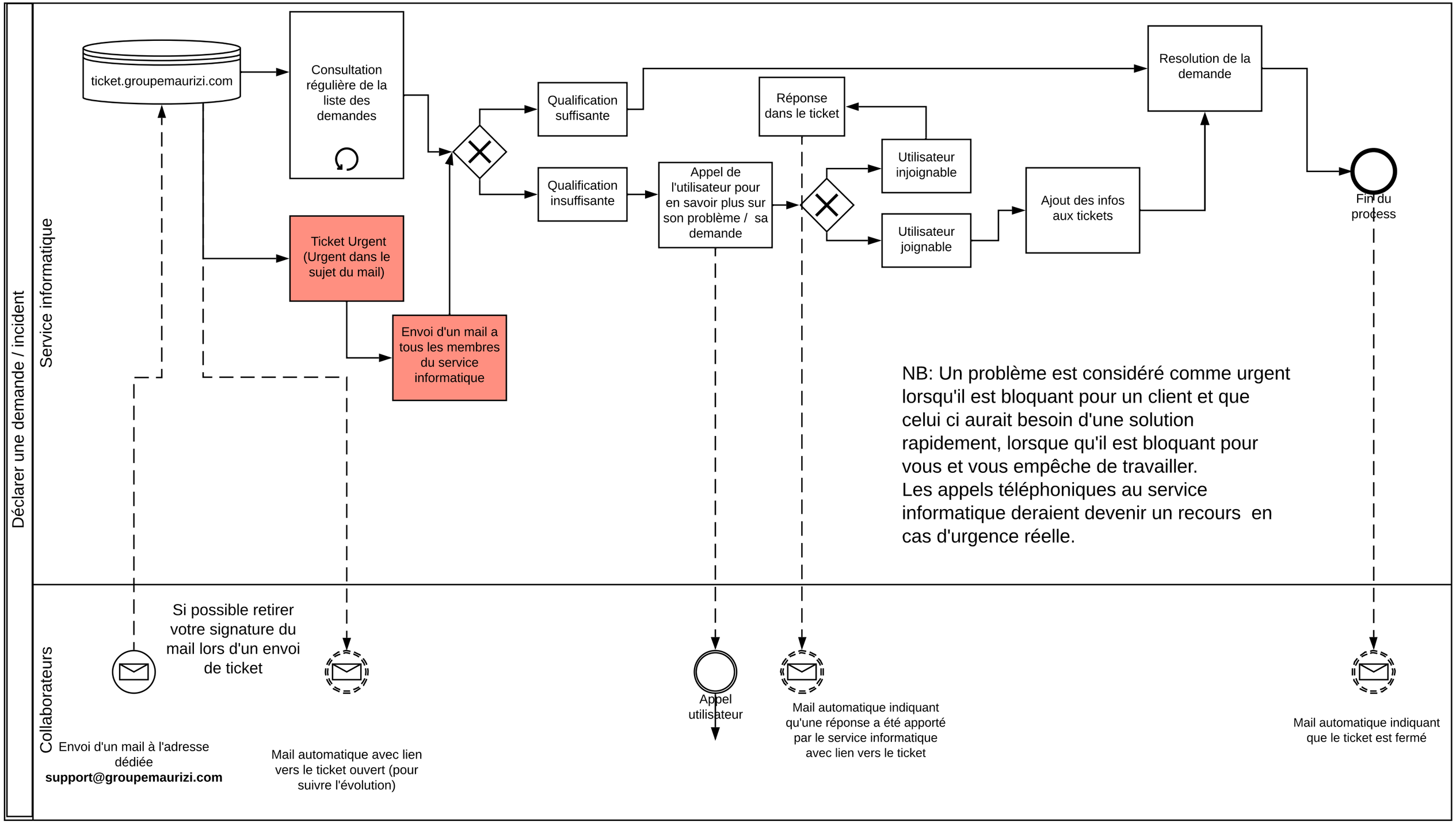Déclarer une demande / un incident informatique