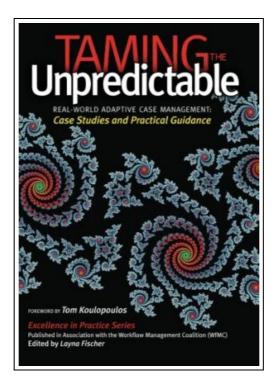
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TAMING THE UNPREDICTABLE: REAL WORLD ADAPTIVE CASE MANAGEMENT: CASE STUDIES AND PRACTICAL GUIDANCE



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