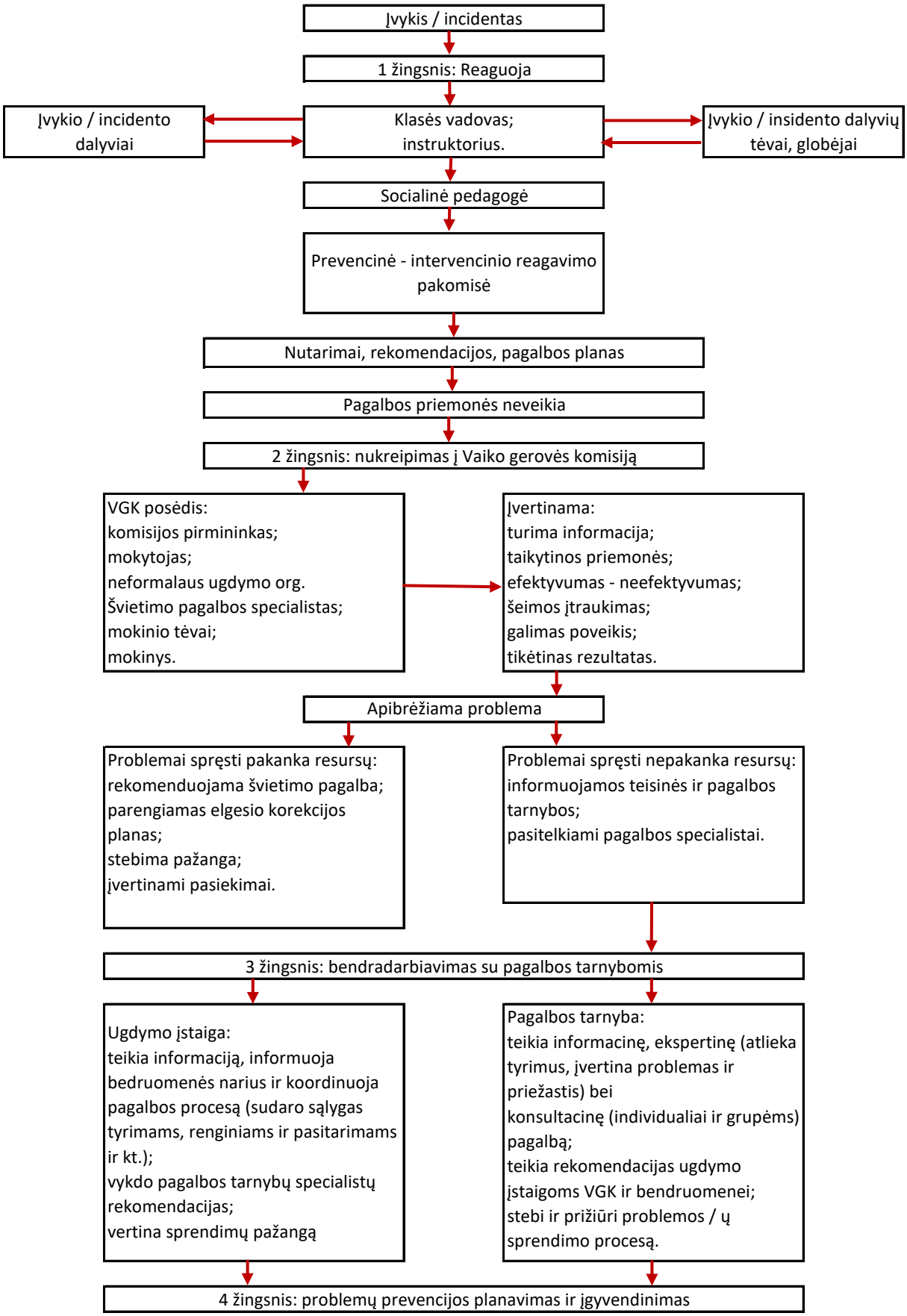Įvykio / incidento sprendimo eiga