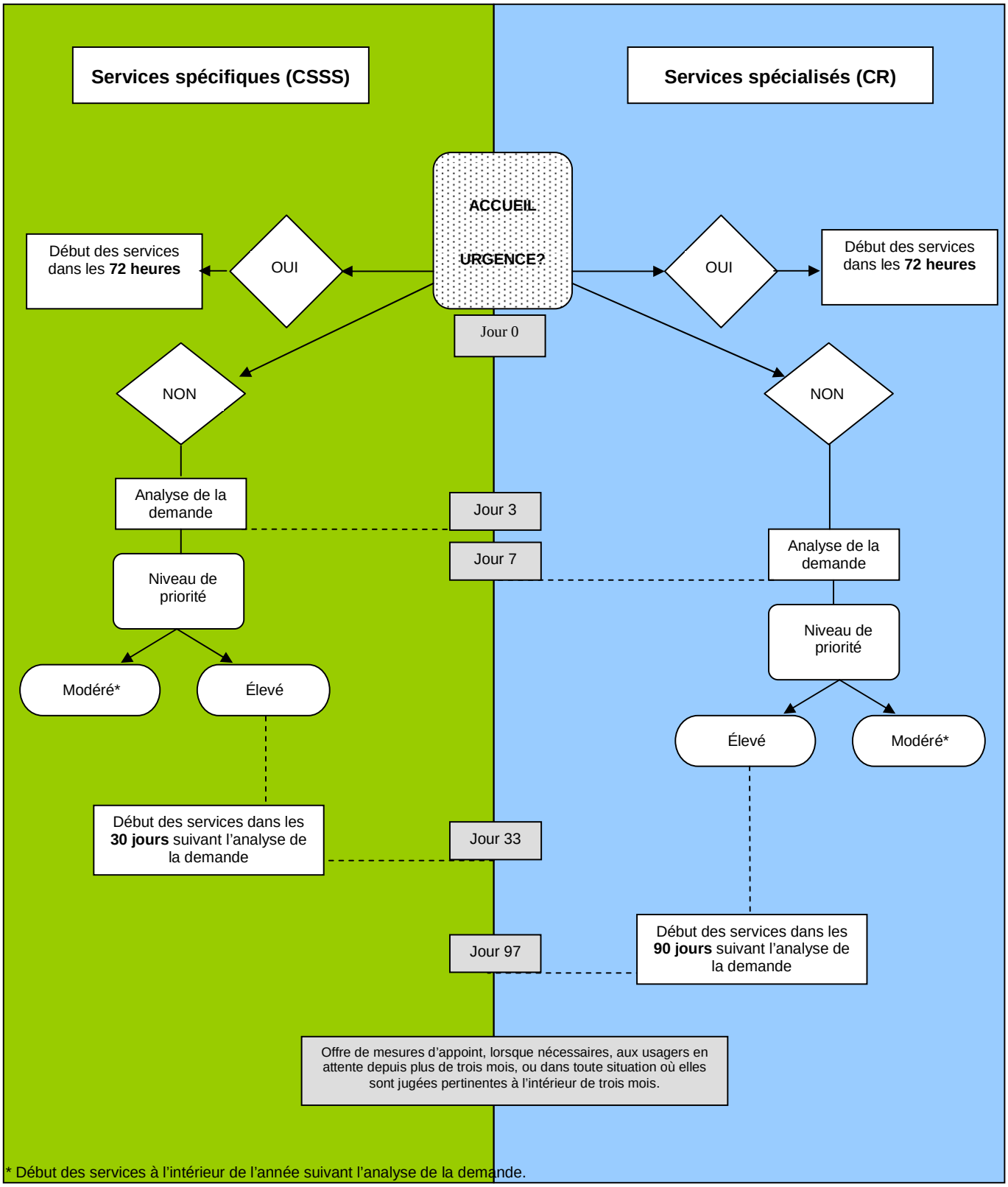Le processus d'accès aux services : étapes décisives