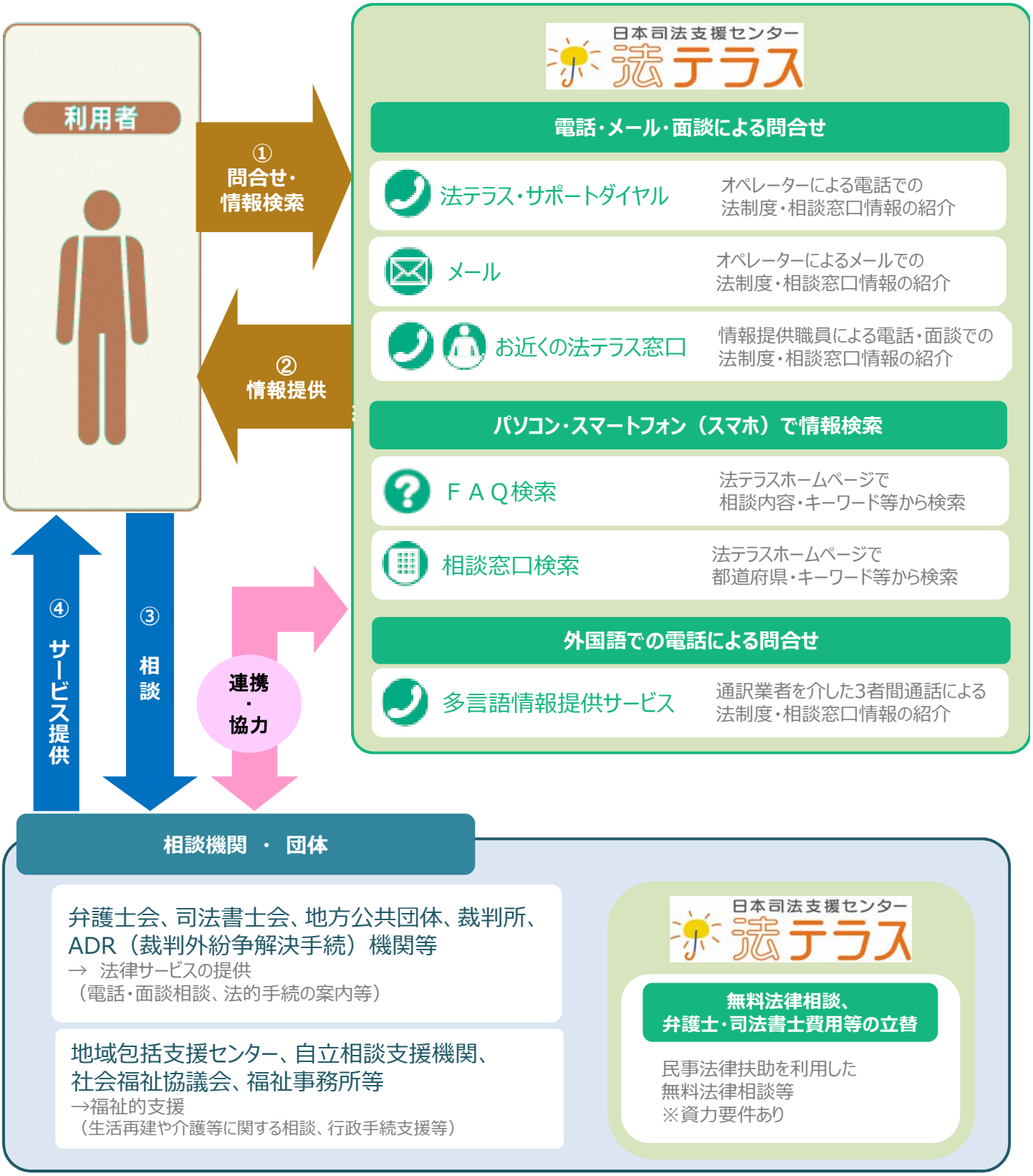資料1　情報提供業務の流れ