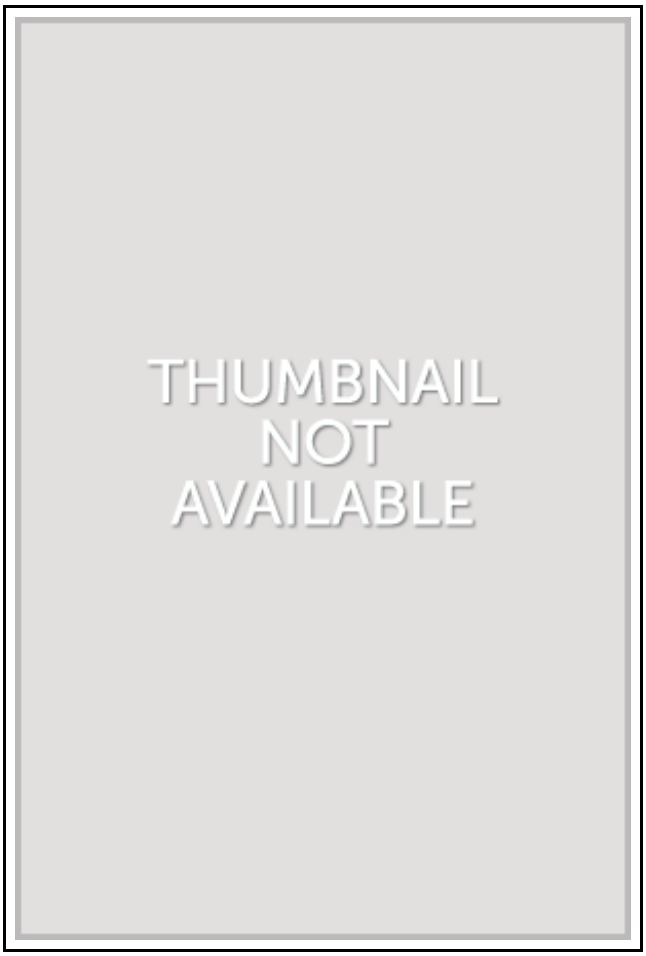
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BUILDING SERVICE-ORIENTED GOVERNMENT: LESSONS, CHALLENGES AND PROSPECTS

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