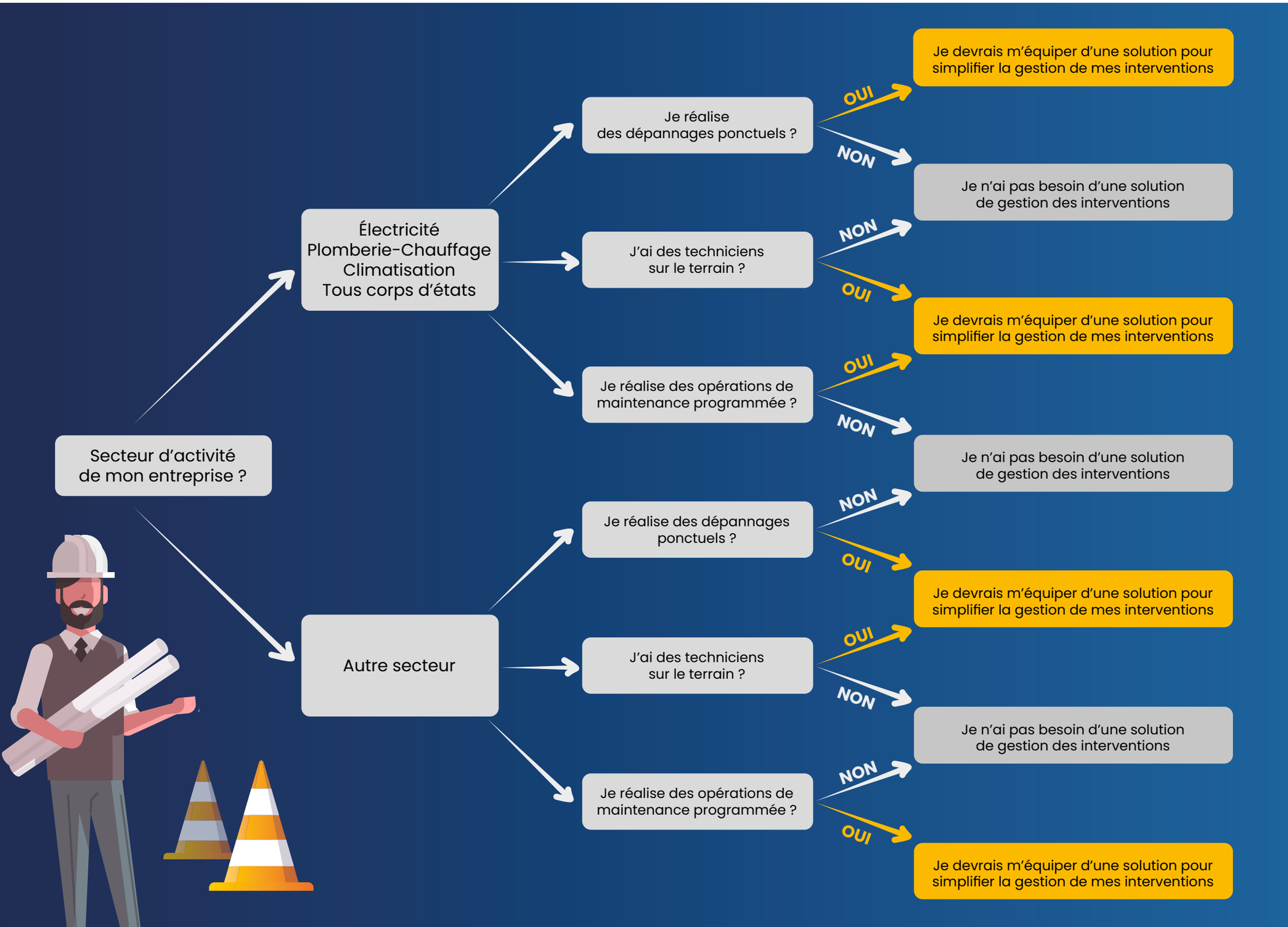La gestion des interventions, pour qui ?