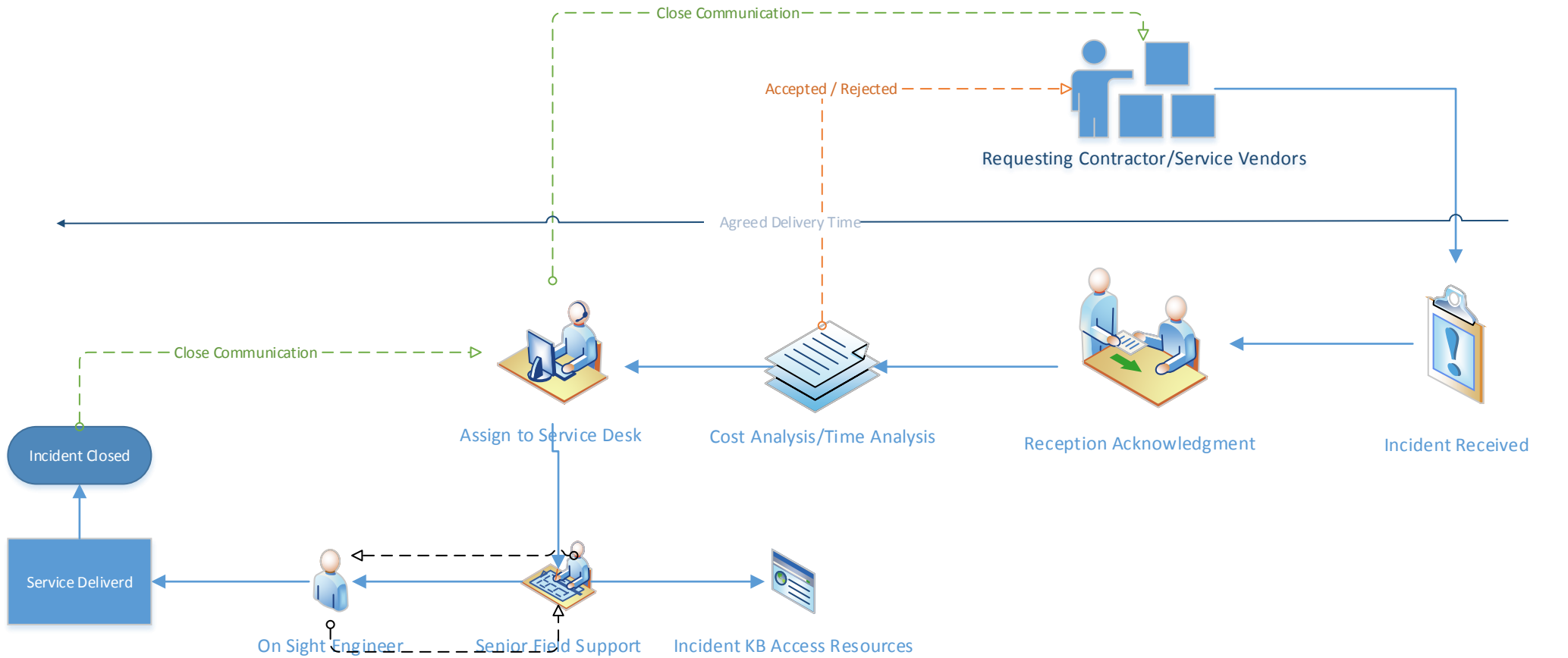
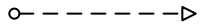


### Incident Management



Communication Flow   
Delivery Process 